



TERMS AND CONDITIONS

DEFINITIONS

In these Terms and Conditions ("Conditions") the following definitions shall have the following meanings:-

"Customer" means the person requesting the Services in a Booking accepted by Walking-n-Wagging;

"Booking" means the booking made by the Customer and accepted by Walking-n-Wagging for the Services to which these Conditions shall apply;

"the Services" means the provision of dog walking, pet taxi and home visits by Walking-n-Wagging for the Customer.

THE SERVICES

Walking-n-Wagging agrees to provide the Services and the Customer agrees to accept the Services for each Booking in accordance with these Conditions.

All Bookings accepted by Walking-n-Wagging shall specify the commencement date, duration, termination dates, price and all other information required for the provision of the Services.

The Customer shall ensure adequate access to, within and from their property by Walking-n-Wagging on the agreed days. The Customer shall inform Walking-n-Wagging of any security alarm code or other security measures which are in place at the property.

The Customer undertakes to disclose to Walking-n-Wagging any illness, ailment, injury, medical history and/or medication required by the pet(s) prior to the commencement of the Services.

The Customer authorises Walking-n-Wagging to administer any necessary medication or first aid to the pet(s) during the provision of the Services, and the Customer shall ensure that all required medication is provided to Walking-n-Wagging prior to the Services commencing.

DOG WALKING

It is the Customer's responsibility to ensure their dog(s) is up to date with vaccinations, flea, tick and worming treatments.

Dog(s) will be off lead, unless the Customer has advised otherwise and only if Walking-n-Wagging are confident with the dog(s) recall and behaviour. Bitches in season will not be walked in the group walks.

In accordance with the Control of Dogs Order 1992 any dog(s) in a public place must wear a collar with the name and address of the owner engraved or written on it or on a tag or badge attached to it. From April 2016, all dogs must be microchipped and details up to date.

The Customer agrees to inform Walking-n-Wagging prior to any Booking being confirmed of any control orders, breaches and/or prosecutions it has or has had in relation to the dog(s), in particular under the Animal Welfare Act 2006, the Dangerous Dogs Act 1991, the Dangerous Dogs (Amendment) Act 1997, the Dogs Act 1871 or any other applicable laws.

Walking-n-Wagging may terminate immediately if it is thought the dog(s) is badly behaved or aggressive towards humans, animals or property.

The Customer is liable if the dog(s) injures any 3rd party or animal or damages any property.

HOME VISITS

The Customer accepts that Walking-n-Wagging is not liable for any injury, disappearance or death of any pet(s) and accepts that the use of a cat flap increases the risk of accident or injury to a cat's safety.

The Customer must provide all items necessary for the pet(s) to be cared for in the Customers absence i.e food, medication, cat litter, leads, tags, collars etc.

PET TAXI

The Customer must notify the person(s) or business expecting the animal e.g groomer, veterinary surgery, kennels, etc, that Walking-n-Wagging will be attending the appointment on their behalf and ensure that payment (if necessary) has been made either with Walking-n-Wagging or direct with the person(s) or business.

The Customer understands that Walking-n-Wagging will not make decisions on veterinary care or grooming style etc and cannot be held responsible when the pet is not in Walking-n-Wagging's care.

PRICES AND PAYMENT

The fees for the Services shall be paid in advance by the Customer to Walking-n-Wagging in cash, cheque or bank transfer.

CANCELLATION

Any cancellations made in advance of 24 hours of a booking will incur no charge. Cancellations made less than 24 hours may incur a 50% cancellation charge. Cancellations made on the same day, will incur the full charge.

INSURANCE

Walking-n-Wagging shall ensure that it has in place insurance coverage in respect of its obligations in the provision of the Services.

LIABILITY

Walking-n-Wagging liability for accidental loss or injury to animals is limited to £10000

The Customer may be liable for any harm or injury caused by his pet(s) to any employees or agents of Walking-n-Wagging.

CONSEQUENTIAL LOSS

Neither party shall be liable for consequential or indirect losses of the other including but not limited to loss of profit, loss of anticipated profit, loss of revenue, loss of business (whether or not due to negligence of either party) arising from or relating to the Services and whether or not such losses were foreseeable at the time of entering into the Booking.

INDEMNITY

The Customer shall indemnify and hold harmless Walking-n-Wagging against any claim, loss, damage, cost, expense (including legal fees), demand or proceedings whatsoever incurred or brought in respect of any damage or injury caused by the Customer's pet(s).

EMERGENCY

In an emergency, all effort will be made to contact the Customer. The Customer is responsible for payment of any emergency veterinary fees incurred by us. The Customer may specify an upper limit to emergency veterinary on the appropriate booking form.

FORCE MAJEURE

Walking-n-Wagging shall not be liable for any failure to perform the whole or any part of this agreement arising from or attributable to acts, events, omissions or accidents beyond its reasonable control, including but not limited to Acts of God, terrorism, adverse weather conditions, accidents or illness etc. If already paid, the Customer shall be entitled to a full refund of fees for the period for which the Services are not rendered.

SEVERANCE

If any provision of this agreement (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of this agreement, and the validity and enforceability of the other provisions of this agreement shall not be affected.

TERMINATION

Either party may terminate the contract by giving the other not less than five days notice, without liability.

Walking-n-Wagging may terminate immediately if it is thought the dog(s) is badly behaved or aggressive towards humans, animals or property.