



Paws2Walk General Terms and Conditions of Service

Please note - Service Specific Terms and Conditions will be made available and discussed at the time of Registration once we have ascertained which of our services you wish to use.

Registration:

Once clients/pet owners have completed the registration process, it will be considered that the terms and conditions below will have been read, understood and accepted.

Registration of new pets and their owners is essential before any visit can be carried out so please allow time for this process when making enquiries.

Assessment and registration will include completion of a registration form and a free visit from Paws2Walk to meet and greet you and your companion animal/s. This first introductory visit provides you and your companion animal/s with the opportunity to meet and find out more about what Paws2Walk can offer. It enables you time to ask questions and confirm your specific requirements.

Bookings cannot be confirmed until this registration and consultation visit has been carried out and completed. This means that important client /owner and pet information and your requirements can be discussed and agreed.

Clients/pet owners are responsible for ensuring that Paws2Walk has accurate details of the pet owner /keeper which must include, name, address and contact telephone number. (Email addresses are also helpful for exchanging non-urgent information). If any details change please make sure you have informed us of the changes promptly.

Emergency contacts and emergencies:

Clients will be asked to provide the name and contact details of someone capable of making a decision relating to the pet(s) in the event of an emergency. If the contact is not contactable or available Paws2Walk

reserves the right to discuss and consult with a veterinary surgeon and make decisions in the best interests of your companion animal.

The client will be responsible for any veterinary bills, regardless of how they are incurred, whilst pets are in the care of Paws2Walk. The exception would be if Paws2Walk was negligent in the care of your companion animal.

Getting and being prepared - Resources

We ask that clients provide all the necessary resources that your pet/s needs to be effectively and adequately cared for in your absence.

This includes but is not restricted to the following:

Food with bowls available for meals and water

Medication (with instructions)

Collars, tags, doggie coats (if you use these) and walking leads/holsters or harnesses and plastic doggie toilet bags

Towels for drying your dog/s after their walk when the weather is wet

Litter for any indoor cat trays

Bedding including materials for any small animals

Safe cleaning products for cleaning bowls, small pet houses/hutches etc

Bin liners for disposal of waste products (litter clearance and bedding replacements)

Should additional supplies be needed when carrying out of the service these will be purchased and added to the next bill payment.

Vaccinations and inoculations:

Please ensure that your dog/s and cat/s vaccinations are current and in date. Paws2Walk visits many animals and this is a safeguard to ensure that infections are not inadvertently passed on. Paws2Walk has a strict hand hygiene, washing and antibacterial policy between visiting each client's companion animals. This however, is not a substitute for effective vaccinations and inoculations, including worming and flea treatments.

Health safety and welfare

Please let Paws2Walk know if your companion animal has been unwell or had symptoms of vomiting or diarrhoea within 24 hours of us visiting or as soon as you become aware. This is important so that we can provide the correct care and make the necessary decisions in how and where they are exercised.

Health, safety and welfare are important to your pet, other pets and Paws2Walk staff. We stress that your dog must not have shown any form of aggression towards adults, children and other dogs/pets.

Clients must make a full disclosure of any characteristic which may make a dog unsuitable for acceptance to the service. This will include anti social or aggressive behavior or a previous incident of dog attacks/biting etc. Failure on the part of the owner to disclose any matter which might render the owner's dog unsuitable for the service will be considered a material omission and in breach of our agreement.

(Kennel Cough) Canine Infectious Bronchitis

It is recommended that your dog is inoculated against canine infectious bronchitis if there is any risk they are exposed to this. We suggest you discuss this matter with your veterinary surgeon as this is caused by complex virus/bacteria only some of which respond to the vaccination.

Clients/pet owners must ensure their dogs and cats are up to date with flea and worming treatments. Dogs and bitches should be neutered/spayed unless otherwise agreed by Paws2Walk.

When exercising groups of dogs, there will always be a small inherent risk of minor injuries. These may include scratches, nicks, scrapes and possible puncture wounds that may or may not require treatment. These can occur from normal dog play and socialization. Dogs explore their world through their nose and play with teeth and claws. In the event of minor injury these will be addressed by First Aid trained staff. However, all dogs receiving a service from Paws2Walk will be at the client/pet owner's own risk.

Medication

If your dog/s or cat/s requires medication or special dietary foods, please ensure any medication or special food (where multi-pet households) is clearly marked and labeled with the pet's name, and full instructions of name of medicine/dosage/times to be given etc.

Legal duties:

From April 2016 it is a legal requirement for all dogs to be micro-chipped and contact details up-to-date. There are some exceptions but please ensure that you can demonstrate this at registration if you have a dog/s. There is an animal health/welfare act called The Animal Welfare Act 2006 and at Paws2Walk we have received training about this Act and our obligations in meeting the requirements of the Act.

Insurance & legalities:

While Paws2Walk has business insurance, it is strongly advisable that pets are insured by the client/pet owner. Paws2Walk reserves the right to decline a booking for any animal which is not insured.

Although Paws2Walk takes the greatest of care for all animals in our charge, we accept no responsibility for any illness, accident, loss or death that occurs to any animal whilst in our care.

Pricing, charges and fees

Paws2Walk will from time to time review and revise our prices. We reserve the right to make these changes when necessary. Where clients request a different service from that offered or has special requests we will make every effort to accommodate. This may however, incur additional charges but will be fair and only where the request would impact on normal/usual service routines.

Full payment for services is on the day of the service for individual one off services and in advance for regular daily dog walking, daily/weekly cat feeds and house sits, (agreed at the time of booking). Payments can be made by cash, cheque or bank transfer. Failed or non payments will incur additional charges at 2.5% of the total bill and will be added for each day that payment is overdue. Failure to pay for services will lead to legal action.

At Paws2Walk we understand that unexpected crisis can occur. We would wish to avoid discord and disputes and suggest that if there is a risk that our services cannot be paid for due to a sudden or unexpected financial /other crisis that you inform us as soon as possible. Where feasible, we will discuss this and where possible, negotiate with you on a temporary basis until you have resolved the crisis. However, we stress that this will only be offered where the situation is temporary and not a re-occurrence.

Feedback, compliments and complaints

Paws2Walk has a compliment, comments, concerns and complaints policy. Where disputes of other kinds of discord occur we will attempt to mediate, negotiate or arbitrate to seek amicable resolution.

Of course we welcome feedback on our services so that we can understand what we are doing well and what works for our clients and their pets and how the service can be improved. Feedback surveys will be made available annually and at other service reviews.