

# Caldy Valley Dog Walking

## terms and conditions - dog walks

### our promise

**Off-lead walks:** We will collect your dog or dogs for walking, convey them to a place we believe they will enjoy, walk them for at least the contracted time and return them to your home.

**On-lead walks:** We will walk your dog solo or with one other dog for at least the contracted time.

**Transport:** We will convey your dog in crates or secured by seat belts in our vehicle. Our vehicle is secure and has windows and air conditioning in the dogs' compartment for the dogs' comfort and enjoyment.

**Muck:** We will give your dog a good rub down after the walk if possible and necessary, though please expect some messiness when the ground is muddy or if your dog is a keen swimmer.

**Medical emergency:** We will contact you at the earliest possible opportunity in case of any injury or mishap involving your dog while in our care. If it isn't possible to contact you we will use our discretion and may take your dog to your designated vet at your expense.

**Weather:** We reserve the right to modify our usual walking arrangements in the event of extreme weather conditions. Your dog's health and safety will be our main concern.

**Safeguarding:** We will do everything within our power to ensure the security of your dog. But you accept that ultimately we can not be liable for the loss of your dog by running away or by theft or any other contingency.

**Visit times:** We will endeavour to walk your dog at the agreed time. However, we accept no liability for any delays that may occur as a result of circumstances outside our control.

### your promise

**Payment:** You undertake to pay our fee weekly or monthly by agreement within two days of the end of that week/month. Late payments may incur an additional charge.

**Off-lead walks:** You must provide written permission if you want us to walk your dog off-lead.

**Mishap:** You will take liability for any injury or harm incurred by or caused by your dog while in our care. If we need to take your dog to a vet then you undertake to pay all vets fees relating to the incident.

**Your dog's health:** Please do not send your dog out with us if they are unwell. When signing up you will have disclosed all past health issues. You must keep us up-to-date of any recent health issues e.g. seizures, coughing, limp.

**Unspayed bitches:** We cannot walk your dog in a group when she is in season.

**Your dog's behaviour:** You must disclose all situations where your dog has shown aggressive or defensive behaviour. Your dog must have good recall and get along well with other dogs to join the group walks.

**Infections:** You accept that we are not liable for any infections, diseases or parasites your dog may contract while in our care.

**Tag:** As required by the Control of Dogs Order 1992, you must provide your dog with an identification tag.

**Access:** You will ensure that we have access to your property at the time of our scheduled visits. If we arrive at your property and are unable to gain access to your dog, we will charge you as for a normal walk.

**Photography:** We reserve the right to use photographs and video of your dogs on social media and advertising unless you instruct us otherwise. We retain the rights to such material.

**Cancellation:** We try to be as flexible as possible but cancellations on the day may incur the full cost of the booking.

### signatures

Owner's signature

Caldy Valley Dog Walking signature

Date

Date