

# Woof Pack Derby Pet Services Terms and Conditions

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## **Dog Walking**

All dogs must be sociable if they are to join group walks, however if this is deemed an issue, I will be happy to discuss arranging one to one walks for your dog. If the dog is not responding well or giving cause for concern, I reserve the right to cancel the contract with immediate effect, payments will be refunded. Dogs that are walked in groups will be walked in small controlled groups of a maximum of six.

All dogs will be walked on the lead unless the owner has stated otherwise and signed on the dog walking and day care form.

Dogs will be walked in all weather conditions; I will apply personal judgement if a walk has to be cut short due to adverse weather conditions that could risk my own safety or your dog's safety, i.e. high temperatures or thunderstorms.

## **Vaccinations and Health**

All dogs must be up to date with vaccinations and have regular flea and worm treatment. It is also recommended that they are vaccinated against kennel cough.

Any health issues or allergies need to be disclosed on the dog walking and day care form. If your dog is not neutered / spayed I cannot be held responsible if your dog impregnates or is impregnated by other dogs. I unfortunately cannot walk female dogs that are in season.

## **Insurance**

Woof Pack Derby Pet Services has public liability insurance with Cliverton insurance. This only covers whilst the animals are in my care, however Woof Pack Derby Pet Services cannot be held liable for any loss, injury, illness or death of any pet(s). It is recommended that owners have their own full insurance cover; I reserve the right to refuse a booking for any uninsured pet(s).

All costs to be covered by the owner, should any legal or other claims be made against your pet(s) or 'Woof Pack Derby Pet Services' with regard to your pet(s).

## **Privacy**

All house keys will be kept securely and attached to a key ring that will distinguish but not relate to the personal dog walking and day care form. Keys and personal details will be kept separate. All personal details will be kept safely and no information will be passed on to any third party. Keys can be collected from a neighbour if preferred.

## **Veterinary Care and Fees**

All emergency veterinary details/emergency contact details must be supplied on the dog walking and day care form on the initial meet and greet. In an emergency I will make every attempt to contact the owner should veterinary care be essential, I will always try to use your own veterinary practice, however to ensure the immediate welfare of your dog, I may have to take your dog to the closest veterinary practice which may not necessarily be your own veterinarian. The owner is responsible for the payment of any veterinary bills.

## **Payments**

All payments should be paid cash or bank transfer a week in advance.

## **Cancellations**

Cancellations must be notified at least 48 hours prior to the agreed booking otherwise initial payments for each single walk will be non-refundable. Walks are fully chargeable if I arrive and cannot gain entry through no fault of my own. I reserve the right to cancel at short notice and if such an eventuality should occur a full refund will be given.

## **My Commitment**

I will adhere to all owners' needs and instructions that are given. I will ensure that your dog is cared for, I will ensure their safety and welfare at all times. I will do all in my power to keep your dog from danger and will treat your dog with respect and kindness. I will ensure that they have a great experience from start to finish.

## **Contact Details:**

Nicole Benjamin  
Woof Pack Derby Pet Services  
Tel: 07554119557  
Email: [info@woofpackderby.co.uk](mailto:info@woofpackderby.co.uk)  
[www.woofpackderby.co.uk](http://www.woofpackderby.co.uk)

Signed:

Print Name:

Date: