

Caroline's Dogs and Mogs Pet Care Terms and Conditions 2009

1. Acceptance of my services is deemed as acceptance of my Terms and Conditions and an agreement to pay my fees promptly. For cat care, deposit will be required on making the booking. If sufficient notice of cancellation or abbreviation of a booking is not given by the client, I may not be able to offer a full refund.
2. I can only look after pets who are up to date with an appropriate vaccination and parasite control programme.
3. I reserve the right to deny or terminate service in the case of any welfare, safety or financial concerns.
4. I will try to give at least 24 hours notice if I cannot walk your dog or visit pets. If not, I will refund the fee for that visit.
5. If 48 hours notice of cancellation of a booking is not given by the client, I may not be able to offer a refund unless I have a letter from a vet stating that your pet is ill or injured.
6. For ongoing contracts, I require one week's notice from clients for termination of the agreement, and I will provide a minimum of one week's notice unless unavoidable due to illness or accident.
7. There is always a 2-hour window of time allowed for visits, e.g., a 10am pick up could mean a 9am to 11am pick up.
8. Adverse weather conditions may mean a curtailment or cancellation of my services at short notice (though I will strive my utmost to get to your pet).
9. Please note that under the Animal Welfare Act 2006, your pet must have access to a warm, sheltered sleeping area of a size suitable for his/her breed and size and must have access to an exercise area for at least four hours a day. This could be a run/garden. Pets must have access to water and food, and space to exhibit normal behaviour patterns.

FOR DOG WALKS:

10. I reserve the right to stop walking a dog if:
 - a. He/she shows aggression to people or dogs, or is otherwise unable to be walked with a group
 - b. You implement a training/behavioural or pet housing regime which I cannot agree with.
 - c. You leave the dog alone for more than five hours between either my visits or yours.
 - d. I have recommended you consult a dog trainer or behaviourist consultation for your dog and this is not done.
11. I may not be able to walk bitches who are in season, as even on the lead there is a risk of incident and risk to dogs who may pursue her.

12. I cannot walk ill dogs or dogs known to have an infection.
13. Kennel Cough. As this is a highly contagious and unpleasant disease, all dogs must have regular Kennel Cough vaccine. I also recommend consultation with your vet concerning lungworm treatment.
14. I will not be liable for any damage or injury caused by your dog unless I can be shown to be negligent. I cannot be held liable for any theft or damage to your property or injury/illness to your pet unless I can be shown to be negligent.
15. I may not be able not walk dogs during thunderstorms or extreme heat but in these circumstances will let your dog out to relieve itself and keep it company indoors.
16. I will not be able to feed dogs in the hour preceding or after a walk because of the risk to your dog of gastric torsion/bloat.
17. I will not walk dogs who wear choke chains or electric collars nor can I administer negative punishment (smacking or jerking collars or any method which may cause the dog pain or distress).
18. I will not care for dogs or puppies left in crates all day.

FOR CAT /SMALL ANIMAL VISITS:

19. Should your pet require any of the following: worming, flea treatment, tick removal, overgrown nails, teeth or matted hair during my care of it, I will provide this and will bill you (if necessary) on your return – your pet’s welfare is my priority.
20. In the event of a need for surgery or euthanasia, I will accept the advice of the vet and the owner / Emergency Contact.
21. I reserve the right to either impose supplementary charges and/or terminate this agreement if, the assignment differs from the description given by the client and requires more time, responsibilities on our part or is there is a change in the nature of the assignment which could not have been reasonably foreseen by either party.