

# Red Wellies Pet Care

## Terms & Conditions for Dog Walking

These terms and conditions are necessary to ensure that your dog has a safe and happy time.

### Payment

- Payment can be made in cash, bank transfer or credit/debit cards via PayPal. You will be provided with a receipted bill. Prices are as per website – [redwelliespetcare.co.uk/prices](http://redwelliespetcare.co.uk/prices) and are available printed.

### Booking

- You can book well in advance useful for a special occasion, holiday, etc.

### Cancellations

- We all understand that things happen and I try to be accommodating, so please give me as much notice as possible if you have to cancel and Red Wellies Pet Care will endeavour to move your booking to a different time. However, if as a result of your cancellation Red Wellies Pet Care is unfortunately going to lose business then a charge may incur.

### In case of emergency

- It is essential that Red Wellies Pet Care have your contact details when walking your dog, even if it's only for a short time. Additionally, Red Wellies Pet Care needs to have your vet's details for use in an extreme emergency.
- If emergency care is required at anytime and Red Wellies Pet Care unable to make contact with an owner, then a vet will be asked to make decisions based on the best interest of your pet.

### Keys

- If you give Red Wellies Pet Care a house key it will be stored away from anything that makes your home address un-identifiable, in a locked cabinet.

### Your dog

- All dogs must be provided with a suitable collar or harness a dog tag with owners name and address, and be microchipped. When walking your dog, a clip with an additional tag, that clearly identifies that your dog is being walked by Red Wellies Pet Care may be used, with our contact details on it.
- All vaccinations, worming and fleas to be up to date – you may be asked to provide confirmation.
- You agree to keep me fully informed of any health issues (temporary or permanent), behavioural issues, etc and if applicable, when your bitch is in season.
- If your dog needs <<space>> when going for a walk such as when they have health issues, have had bad experience with others, bitches on heat, in training, old and arthritic or just plain shy & nervous I can assist.

### Commands

- It is important that all dogs are kept under control if your dog has any commands then please let Red Wellies Pet Care know. Common commands are; sit, stay and walk-on

### Prices

- Prices are subject to change however you will be notified - Prices are shown on the website – [www.redwelliespetcare.co.uk/prices](http://www.redwelliespetcare.co.uk/prices)
- Bank holidays and special days will incur an extra charge cost.

### Referrals

- Red Wellies has a referral scheme. Once the new customer spends £50 or more you will receive a M&S or John Lewis gift card.

### Changes

- You agree to notify Red Wellies Pet Care of any changes to your and pets details, eg. Telephone number, Vet, etc

### Liability

- Red Wellies Pet Care shall not be liable to the client or be deemed to be in breach of its contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was caused by something beyond Red Wellies Pet Care's reasonable control.

### Additional Pet Care Services

- Red Wellies Pet Care does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered. Please inform us at the time of booking anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours. Please notify anyone with access to the home that the services of Red Wellies Pet Care have been engaged.

### Unforeseen Purchases

- In the event that additional items need to be purchased in the absence of the client – eg. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, I will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

### House Cleanliness

- Red Wellies Pet Care will clean up after your pets to the best of their ability. Red Wellies Pet Care is not responsible for carpet/ flooring stains created by your pet(s). Please provide plastic bags, towels, cleaning products, paper towels and bin bags.

### Household Emergencies

- Details of shut off points for services (Gas, Electricity, Water) into the property are to be provided. In the event of a household emergency, you will be contacted.

Red Wellies Pet Care reserves the right to change or amend the terms and conditions at any times.

Red Wellies Pet Care is the trading name of Red Wellies Pet Care (Wessex) Ltd (Registered in England Company Number 114616984)

Errors & Omissions Excepted – 1<sup>st</sup> February 2023