

Terms & Conditions

General

LolliePop Dog Walking staff are DBS checked. Proof can be supplied on request.

LolliePop Dog Walking is insured via Cliverton. The insurance includes:

Dog walking cover

Pet visiting/sitting cover

Pet taxi cover

Loss of keys and replacement lock cover

For more detailed information about the insurance our business has please see cliverton.co.uk , dog walking and pet minding cover.

All pets must be registered with a local vet.

Clients must ensure that their pet(s) is/are in good health and up to date with their vaccinations, worming and flea treatments. Proof will be requested during the initial appointment.

Please note that like most dog walkers I do not insist on kennel cough vaccination for dogs which may be make our services unsuitable for some people. I am careful to clean my hands using antiseptic wipes/wash between each client but dogs from different homes may be walked together (with all owner's permission), possibly including some with no kennel cough vaccination.

Unless specifically instructed otherwise LolliePop Dog Walking reserve the right to walk dogs in local woodlands year-round. Following the most recent veterinary advice I rinse dogs legs, paws and tummies if needed.

For the wellbeing of all clients pets all owners must advise LolliePop Dog Walking prior to me coming to their premises if they have any cause to believe their pet may have any illness. LolliePop Dog Walking also reserve the right to temporarily withdraw services if a pet is diagnosed with or is showing signs of illness that may be communicable to other client's pets.

By employing LolliePop Dog Walking the client authorises me to obtain any emergency veterinary care that may be necessary during the time spent with their pet. Every effort will be made to contact the owner prior to obtaining emergency care. A charge of 45p per mile will be made to take the pet to the vet. If the clients regular vet is unavailable or deemed too far away for the wellbeing of the animal the nearest available vet will be used. The welfare of the animal will be paramount. Vet bills will be charged to the client and not to LolliePop Dog Walking.

LolliePop Dog Walking agrees to supply dog walking and/or pet services in accordance with the brief supplied by the client. If feeding, change of bedding, medication etc is required all instructions should be given during the initial consult and the client must ensure that enough food, bedding, medication etc is available. Any replenishment required will incur a £5 charge in addition to the cost of the supplies brought. Please ensure that medication is labelled clearly with the pets name and dosage needed etc. Please note I am not able to give injections.

Prior permission to let a dog off lead will be sought from the owner at the initial consultation meeting. All dogs will be exercised on a lead/training line until I feel I have built a sufficiently strong relationship with the dog to safely let them off lead.

LolliePop Dog Walking is not responsible for damage incurred by a pet escaping because of a faulty leash/collar/harness/head-collar or a collar/harness/head-collar that is not properly fitting.

Bitches in heat cannot be accepted for group walking, although we can visit and play with them. A short on-lead road walk can be offered providing somewhere suitable is available by the client's home where there will not be off-lead dogs. They will not be transported for the wellbeing of other dogs.

Uncastrated males over 7 months old will not automatically be walked off lead.

By law dogs must wear an ID tag with contact details even if micro chipped.

Dogs must be sociable with other dogs to use the group walking service.

Dog owners have an obligation to advise at the initial consultation meeting of any behavioural problems or traits their dog/s may have. Failure to do so may result in the cancellation of all bookings. LolliePop Dog Walking reserves the right to decline/terminate a booking if I feel a dog has serious behavioural problems that I do not feel competent to deal with.

In the case of extreme weather conditions, e.g. extreme cold or heat or pet injury/ illness, or on client request, the dog will be given time outside to relieve him/herself and possibly a short walk depending on circumstances and then the rest of the visit will be spent inside with client-approved activities.

The client must provide keys/arrange for keys to be available for LolliePop Dog Walking at the initial consultation for the dog walking /pet sitting appointment.

Whilst every effort will be made to arrive within the arranged timeframe this cannot be guaranteed due to unforeseen circumstances, traffic etc.

Whilst every effort will be made to inform clients, prices may be altered without notice.

I will endeavour to preserve the security of all keys entrusted to me. If for any reason your keys are lost or stolen whilst in my possession, I will contact you as soon as possible after becoming aware of the fact. In such case liability will be limited to the reasonable cost of replacing the relevant locks at the earliest convenience.

Cancellations of bookings

24 hours or more - no fee

Less than 24 hours - the full fee applies

Payment

For one off or occasional dog walking or pet visiting services an invoice will be issued on the day of the service. These invoices must be settled within 7 days of issue.

For regular bookings for dog walking or pet visiting services invoices can be sent weekly or monthly. These invoices must be settled within 7 days of issue.

If payment is not received within the times stated above LolliePop Dog Walking are not obliged to honour any previously agreed arrangements.

Payment can be by cash, cheque (payable to LolliePop) or electronic transfer.

Customer cheques that are refused by the bank due to insufficient funds will incur a £20 charge and cash payment in full, including the additional charge, and will be required within 48 hours of us notifying the customer of the problem. All booked services will be suspended until the debt is cleared.

Invoices or any other owed monies not settled in full within 45 days from the invoice date will be sent to our solicitors. Any fees incurred for collecting the debt will be added to the invoice total.

Data Protection

LolliePop Dog Walking complies with the General Data Protection Regulations (GDPR) 2018 that have replaced the Data Protection Act 1988 in all our dealings with our clients' personal details.

You may request details of personal information which I hold about you under the GDPR if you would like a copy of the information held on you. please contact LolliePop Dog Walking:

nicky@lolliepopdogs.co.uk

07986 331253

Via the contact us form on the website lolliepopdogs.co.uk

If you believe that any information I am holding on you is incorrect or incomplete, please contact me as soon as possible, via the contact details above. I will promptly correct any information found to be incorrect.

Miscellaneous

Pet visits are for 30 mins once or twice a day as agreed. Morning visits will take place between 8am and 10.30am unless other times have been agreed. Evening visits will take place between 4pm and 6.30pm unless other times have been agreed. For visit times requested before 8am & after 6.30pm, a £5 surcharge may apply. If you have asked for just one visit a day I will endeavour to stick to either am or pm visits throughout. However, this may not always be possible.

LolliePop Dog Walking shall not have any liability or be deemed to be in breach of contract for any delay or failure in the performance of our obligations under the contract which results from circumstances beyond our reasonable control.

The commissioning of LolliePop Dog Walking by the client to carry out services whether verbally or in writing constitutes acceptance of these terms and conditions.