



Terms & Conditions

Definitions

Agreement: means these Terms & Conditions, Registration Form, and Invoice collectively the Agreement for Services between Wrinkly Walks and the Guardian.

Invoice: means the document setting out the details of the Services to be provided by Wrinkly Walks to the Guardian and the Fees forming part of the Agreement.

Fees: the fees payable by the Guardian to Wrinkly Walks for the Services, as set out on the Invoice.

Guardian: means the person who has legal responsibility for and cares for the pet for which the Services are being provided.

Pet: means the named dog or pet registered with the Wrinkly Walks for Services.

Registration Form: means the form completed by the Guardian and containing important information about the Pet and the Guardian's contact details and requested Services.

Services: means the provision of dog walking and pet care services as noted on the Registration Form and further detailed on the Invoice.

Wrinkly Walks: means the family run small business that provides dog and pet related Services.

Getting to Know Your Pet

1. Before we start looking after your pet, we like to get to know them, and you, so that we can provide the best service tailored to their needs. After completing and returning our Registration Form, we will arrange to come and visit your pet at home or arrange a meet & greet walk with both you and your dog(s).

Complimentary Walks

2. We offer one free 1 hour walk for all new dogs joining Wrinkly Walks so that I can get to know their pace, what they like to do on their walks, and how they react with other dogs they meet.

Holiday & Overnight Stays

3. If your dog is coming to stay with us, then we will also arrange a meet & greet walk with our resident wrinklies Doris and Norman, for you and your dog(s) to pop round for a play date, and book in a half price Overnight Stay.
4. If your dog is not a regular wrinkly walker, then you will be required to book and pay for a minimum of two Walks leading up to your dog's stay so that everyone is reacquainted.

Wrinkly Walks Obligations

5. Wrinkly Walks shall perform the Services in an attentive, reliable, and caring manner, using all reasonable skill and care, and in line with all regulations, legislation, and best practice relevant to the provision of Services.
6. Wrinkly Walk shall act in accordance with all reasonable instructions given to it by the Guardian as detailed on the

Registration Form, provided such instructions are compatible with the specification of Services.

7. Wrinkly Walks provides all dogs within its care, with an additional collar and identification tag with Wrinkly Walks contact details. Wrinkly Walks also provides long-line leads, and on request, GPS tracking (additional Fees may apply).

Guardian's Obligations

8. The Guardian shall provide all pertinent information to Wrinkly Walks necessary for the provision of the Services. Ensuring that the information provided on the Registration Form is true to the best of the Guardian's knowledge and belief.
9. The Guardian shall be responsible for informing Wrinkly Walks of any changes and updates to the information provided on the Registration Form.
10. The Guardian shall ensure that the Pet is up to date with all relevant vaccinations, treatments, and licenses which they are required to have. Wrinkly Walks reserves the right to request proof of such requirements.
11. The Guardian shall ensure that their dog is microchipped, has tags with the Guardian's name & contact details, and has a suitable collar and/or harness, and lead.
12. The Guardian will ensure that their dog is fit and ready for their walk in the booked slot. And that their dog has not had a full meal 2 hours before the walk.

Veterinary Consent

13. The Guardian authorizes Wrinkly Walks to seek veterinary assistance and medical care for the Pet if it becomes unwell or injured whilst in the care of Wrinkly Walks, and agrees to accept full responsibility for all fees and charges incurred in the treatment of the Pet.
14. The Guardian authorizes Wrinkly Walks to transport the Pet to and from the veterinary clinic for treatment or to request "on-site" treatment if deemed necessary. If the Guardian cannot be reached in case of an emergency, they hereby authorize Wrinkly Walks to act on their behalf to authorize any treatment that is in the best interest of the Pet, excluding euthanasia.
15. Where possible Wrinkly Walks will seek treatment for the Pet at the veterinary clinic stated on the Registration Form. If this is not reasonably practicable, Wrinkly Walks shall use Elmfield Vets at 43 Elmfield Way, South Croydon, Surrey, CR2 0EJ.

Fees

16. The Guardian agrees to pay Wrinkly Walks the Fees, as set out in the Invoice.
17. For Holidays Stays 50% of the Fee is due upon Service confirmation and the remaining 50% due no less than 14 days prior to the start of the stay.
18. For Overnight Stays 50% of the Fee is due upon Service confirmation and the remaining 50% due no less than 7 days prior to the start of the stay.
19. For all other Services payment is due upon receipt of Invoice.

20. The Guardian agrees to reimburse Wrinkly Walks for any additional fees for providing emergency care, as well as any expenses incurred for, without limitation, unexpected visits, transportation, housing, food or supplies on proof of a valid receipt.

Cancellations

21. Once you have booked a Service with Wrinkly Walks it means that we have reserved time in our day exclusively to care for your Pet. To avoid a cancellation Fee, please provide the following cancellation notice:
- At least 24 hours prior to any scheduled Walk, Pet Sit or Day Care. If you cancel less than 24 hours before, you will be required to pay the full Fee.
 - At least 7 days prior to any Overnight Stay. If you cancel the less than 7 days before, you will be required to pay the full Fee.
 - For Holiday Stays, if you cancel less than 14 days before, you will be required to pay the full Fee. If you cancel between 30-14 days before, you will be required to pay 50% of the Fee.
22. Without prejudice to clause 18, in the event of Wrinkly Walks cancelling or otherwise not being able to provide the Services Wrinkly Walks shall either:
- arrange alternative services or providers to a value and quality that would have been provided; or
 - refund any monies paid under this Agreement for the Services.

Wrinkly Walk Holidays

23. Wrinkly Walks will always give as much notice as possible when taking holiday. We are unable to offer dog walking services on Christmas Day, Boxing Day, and New Years Day.

Safety and Wellbeing

24. Wrinkly Walks treats all Pets with the love and care that they would their own.
25. If Wrinkly Walks has any safety and wellbeing concerns about the Pet, it will inform the relevant enforcement agency, law enforcement or animal welfare charity.
26. Wrinkly Walks reserves the right to retain the Pet until such time as the concerns have been investigated and resolved.
27. Wrinkly Walks will not be held liable in any way for unfounded concerns, and is always acting in the best interest of the Pet.

Term and Termination

28. The Agreement shall commence on the date of Guardian signature on the Registration Form and shall continue until the last date of Services, or otherwise terminated in accordance with the provisions of the Agreement.
29. Either party may terminate the Agreement with immediate effect if the other party commits a material breach of any term or obligation under the Agreement.
30. The Guardian shall pay Wrinkly Walks all Fees, expenses and charges incurred up to the date of termination.
31. Wrinkly Walks may terminate the Agreement and Services with immediate effect:
- if any Fees or charges owed by the Guardian to Wrinkly Walks remain outstanding for a period of 7 days.
 - any Pet becomes aggressive or dangerous.

Property Access & Keys

32. The Guardian will ensure that Wrinkly Walks has full details on how to access the property to collect the dog or provide other Pet care Services as agreed.
33. Wrinkly Walks preference is for keys to be left securely at the Guardians property so that the Guardian is always in control of their keys.
34. Wrinkly Walks can provide key collection and drop off outside of the Services times at a cost of £10.00.
35. Where the Guardian would like Wrinkly Walks to hold keys, they will be kept secure to the best of Wrinkly Walks ability. Wrinkly Walks accepts no responsibility for lost keys.

Insurance

36. Wrinkly Walks shall ensure that it always has in place suitable and valid insurance including Public Liability Insurance relative to the Services being provided to the Guardian.
37. It is the Guardian's responsibility to ensure that their Pet, property, home, and contents are adequately insured throughout the duration of the Agreement. Wrinkly Walks insurance shall not be relied upon as a substitute.

Unneutered Pets

38. Walks for unneutered dogs over the age of 12-months are provided on a one-to-one basis only. Guardians must ensure that Wrinkly Walks are advised when a female dog is due to be on or in season.
39. Unfortunately, Wrinkly Walks is unable to offer overnight stays to unneutered dogs over the age of 12-months.

Liability

40. The Guardian shall accept full liability and responsibility for any event occurring or arising from the behavior or characteristics of their Pet, even where Wrinkly Walks has been informed of such behavior or characteristics.
41. The Guardian will fully indemnify Wrinkly Walks against any claims, damage or injury caused by the Pet to any property, person, or other animal; including, but not limited to, veterinary, medical, and legal fees, and from the Guardian's breach of this Agreement.
42. Wrinkly Walks will not be liable in any event for the theft of your Pet.
43. Wrinkly Walks shall indemnify the Guardian for any claims arising from its gross negligence in providing the Services or willful breach of its obligations under this Agreement.

Data Protection

44. The Guardian acknowledges that for the purposes of the Data Protection Legislation, Wrinkly Walks may process limited personal data of the Guardian for the purposes of providing the Services.
45. All information relating to the Guardian, their property and Pet will be stored safely and securely in accordance with UK GDPR, and in the strictest confidence.

Social Media and Testimonials

46. Wrinkly Walks regularly shares and posts across social media platforms including Instagram, Facebook, X and LinkedIn.

47. Unless the Guardian advises Wrinkly Walks otherwise, Wrinkly Walks may, at its sole discretion, use photos of their Pet. No personal information or identification will be given except the Pet's name.
48. The Guardian agrees, upon request, to provide timely feedback and testimonials on Wrinkly Walks' Services.
49. The Guardian agrees not to disparage Wrinkly Walks in any manner or in any form and to resolve any disputes or issues privately with Wrinkly Walks.

Entire Agreement

50. This Agreement constitutes the entire agreement between Wrinkly Walks and the Guardian and supersedes any previous arrangement, understanding or agreement whether written or verbal.

Assignment

51. Neither Wrinkly Walks nor Guardian shall, without the prior written consent of the other, assign, transfer, charge, sub-contract, or deal in any other manner with all or any of its rights or obligations under the Agreement.

Force Majeure

52. Wrinkly Walks shall have no liability to the Guardian under the Agreement if it is prevented from or delayed in performing its obligations under the Agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, epidemic, failure of a utility service or transport or telecommunications network, act of God, war, riot, ("Force Majeure"), provided that the Guardian is notified of such an event and its expected duration as reasonably possibly.

Notices

53. Any notice required to be given under the Agreement shall be in writing and shall be delivered by email to the other party at its email address set out in the Registration Form. A notice delivered by email shall be deemed to have been received at the time of transmission.

Governing Law & Jurisdiction

54. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.