

Terms & Conditions

General

Oliver's Dog Walking & Boarding agree to provide pet sitting services for pets entrusted to our care following completion of a booking form.

Oliver's Dog Walking & Boarding reserve the right to refuse pets on any grounds. In particular, clients must not seek services for their pets if they know the pet is suffering from any infectious diseases.

Oliver's Dog Walking & Boarding will seek veterinary attention for the pet if required. The client will be responsible for any proper and reasonable costs, liabilities and expenses that may be incurred, either veterinary or other, as a result of any sickness, accident or damage caused to or by the pet and such costs, liabilities and expenses will be paid on demand.

In the event of an emergency Oliver's Dog Walking & Boarding will attempt to telephone the client or nominated emergency contact as soon as possible.

Dogs are required to wear an ID tag with Oliver's Dog Walking & Boarding details on during their stay.

Oliver's Dog Walking & Boarding reserve the right to change these terms and conditions or prices at any time.

Limit on Liability

Oliver's Dog Walking & Boarding is covered by insurance for Public Liability and Third Party Risks to a maximum of £2million. Should the client require greater levels of cover for their pet, then the client must arrange their own additional cover.

Oliver's Dog Walking & Boarding strongly recommend that clients arrange insurance for their dog.

Charges

The client is responsible for paying Oliver's Dog Walking & Boarding the agreed rate as agreed.

A 50% non-refundable deposit is required for all fixed-term pet sitting and home-boarding services. Bookings will not be confirmed until to 50% deposit has been received.

The remaining 50% will be the day before you drop off your dog.

Cancellation

In the event that Oliver's Dog Walking & Boarding have to cancel a booking, we will endeavour to give a minimum of 14 days notice. In exceptional circumstances this may not be possible. Oliver's Dog Walking & Boarding will refund in full all monies received in respect of the booking, but will not be liable for costs incurred by the client in the event of cancellation.

In the event that the client cancel, the deposit of 50% will not be refunded.

Home Boarding

The client must supply adequate food, bedding, and any medication. These items will not be supplied by Oliver's Dog Walking & Boarding.

Oliver's Dog Walking & Boarding will provide the following:

- Clean, dry, warm and draught-free bedding space
- An area for pets to relieve themselves
- Exercise per the client's requirement

Data Protection

Oliver's Dog Walking & Boarding will only use clients' information for our own purposes. We will not disclose any personal or private information about our clients to any third party.

Clients are requested to notify Oliver's Dog Walking & Boarding about any changes to their details as soon as possible.