



Terms & Conditions

1. All dogs will be subject to an initial introductory visit and assessment by Paws on the Wey (PotW) prior to using any PotW services.

- 1.1. It is agreed that the first walk for each dog is undertaken on a trial basis to ensure they are well-behaved, trained and socialised.
- 1.2. PotW reserves the right to cancel the contract at any time and with immediate effect if your dog does not respond well to other dogs in the group.

2. The Client agrees that, in admitting their dog to PotW services their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.

- 2.1. The Client agrees to notify PotW immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
- 2.2. The Client must inform PotW of any allergies or intolerances that their dogs may have.
- 2.3. All dogs in our care at PotW must be fully vaccinated, including Kennel Cough and on a regular flea and worm control regime. If you have had your dog vaccinated against Kennel Cough, they are unable to attend a walk with PotW until 10 days after the vaccination has been administered.
- 2.3.1. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold PotW responsible if their dog contracts Kennel Cough while attending.
- 2.3.2. The Client further agrees to notify PotW immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Examples include but are not exclusive to Kennel Cough, Parvovirus.
- 2.4. PotW cannot provide any walks for bitches that are in season or are pregnant. Once there has been a week of no bleeding/interest in the bitch then they can return to our care.
- 2.5. If information is withheld the Client will be fully responsible for any incident which results in the injury/illness of your dog, another dogs or human.

3. The Client will ensure that the dog has been microchipped, and the details are up to date. The Client will also ensure the dog is wearing an ID tag either on their collar or harness. ID tags must read Surname of owner, telephone number, House number or name and postcode. PotW reserves the right not to walk a dog without an ID tag or microchip. PotW will place a temporary tag on your dog's collar with our contact details in the event of emergency. Personal ID tags will remain in place.

4. Dogs can join PotW when they are over 20 weeks of age. Puppies can be booked in using our drop-in service prior to this.



5. PotW offer services where dogs co-mingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury.

- 5.1. PotW are trained in Canine First Aid and will always have a First Aid kit with us and in the vehicle.

6. PotW will ask if you prefer your dog to be walked on or off of the lead. Dogs will be walked initially on lead/on a longline. We will allow your dog off lead - but only once we have tested for an effective recall. If, for any reason PotW feel it is necessary for the safety of the dog, they will be kept on the lead

- 6.1. If the client wishes for their dog/s to be walked on lead, if needed, the client will provide a suitable harness for walking.

7. PotW is insured by PBI (Pet Business Insurance). We can provide a copy of our insurance upon request.

- 7.1. PotW business insurance covers your dog from the moment we collect your dog to when we deliver them back to your door. However, PotW insurance will not cover your dog if your dog falls ill whilst they are in our care or if you fail to disclose relevant details.
- 7.2. The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of PotW and agrees to indemnify PotW in full against any liability arising from such harm or damage to third parties.
- 7.3. You must have your own pet insurance, a copy of this will be required at the initial consultation. PotW reserves the right to refuse a booking for any dog that is not insured.

8. PotW accepts no liability for any breach of security or loss of or damage to your property if any other person has access to the property during the term of this agreement.

- 8.1. PotW shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by a dog who is unsupervised within the home of the Client.
- 8.2. The Client agrees to give PotW access to the property to take complete the service provided by either being there to give access or providing PotW with a key or access to a key safe to gain access to the property.
- 8.2.1. Any keys given to PotW will be kept secure and not have any information attached to them to identify your property.

9. PotW will care for your dog as if they were our own by making every effort to ensure your dog is looked after professionally in our care. However, PotW cannot be held liable for any loss, injury to or death of your dog whilst in our care.

- 9.1. The Client must provide PotW with an alternate contact (their name and contact number). This person needs to be someone you can trust to make a decision relating to your dog(s) in the event of an emergency. PotW will only ever contact them if you cannot be reached. If you or your alternate contact is not available PotW reserves the right to consult with a veterinary surgeon and to make a decision which is in the best interests of your dog.



- 9.2. The Client agrees to pay all such costs immediately on pick-up of their dog from the vets.

10. PotW is insured to walk up to 6 dogs at a time. PotW walks will be the time specified either 30 minutes or 1 hour. However, PotW reserves the right at any time necessary to muzzle a dog, put on a lead or cut the walk short.

- 10.1. PotW will make every effort to drop off a clean dog but cannot guarantee the dogs full cleanliness or that they will be smell-free. Clients are advised to inform PotW if they would like the dog left in a specific area

11. During extreme weather, extreme heat/cold/storms PotW may adjust timings or terminate the walk early for the health and wellbeing of the dogs in our care.

- 11.1. In the event that walks are not suitable due to extreme weather, PotW will offer alternate appropriate services. For example; in extreme temperatures walks would be switched to drop-ins to allow dogs to have play and a toilet break. During these drop-ins, water will be refreshed and meals offered if necessary. These will be charged at our normal drop-in rate.
- 11.2. In the event that you do not require the alternate services, clients are referred to clause 13 regarding our cancellation policy.

12. PotW accept bank transfer, online payment or cash. Bank details will be provided on invoice.

- 12.1. On confirmation of the booking, PotW will start charging for services provided, with services invoiced (via email) at the end of every month.
- 12.2. Full payment for services is to be made within 7 days of receipt of invoice or by the date specified on the invoice. If the Client fails to make payment to PotW by the due date, then a penalty fee of 10% of the invoice total will be charged for every 7 days the invoice is overdue thereafter.
- 12.3. PotW reserves the right to suspend all services until payment has been made in full.
- 12.4. PotW reserves the right to amend pricing with a minimum of 2 months' notice.

13. The Client will give at least 48-hour notice of cancellation, failure to do so will result in a full charge for the missed booking as your place will have been allocated.

- 13.1. If the client wishes to discontinue business with PotW they will do so with a minimum of 3 weeks' notice. Failure to provide this will result in a charge for the full notice period.
- 13.2. If, for any reason we must terminate our services, PotW will give you a minimum of 3 weeks' notice. Unless this conflicts with point 1.2 of these T&Cs.

14. PotW will be closed on bank holidays and over the Christmas period from 23rd December until 2nd January.

- 14.1. In the event of emergency or illness, PotW will give as much notice as possible if it is necessary to cancel



- 14.2. PotW will give a minimum of 2 months' notice for an absence lasting 1 week or more.

15. Keys will be kept secure with no identifying information as to the address of the owner.

- 15.1. If keys are not provided, clients take responsibility to ensure there is someone at home to facilitate pickups at the agreed timings. Failed pickups due to there not being anyone home will be charged at the full rate as per a missed booking.

16. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by PotW without prior approval. All such media remain the property of PotW. No footage will include identifiers of clients' location or address.