



Terms & Conditions

- The Client is Solely responsible for all harm or damage caused by their dog(s) while it is under Jax's Waggy Tails, or using any other service by Jax's Waggy Tails, and agrees to indemnify Jax's Waggy Tails in full against any Liability arising from such harm, loss or damage to third parties. The Client shall accept full Liability for any even occurring or arising from the behaviour or characteristics of their dog(s)
- Jax's Waggy Tails will care for your pet as the client would, and whilst Jax's Waggy Tails will make every effort to ensure the safety of the pet and ensure that the pet is well looked after in the clients absence, Jax's Waggy Tails cannot be held liable for any loss, illness or injury of any pet whilst in Jax's Waggy Tails care, nor for any death of a pet unless Jax's Waggy Tails can be shown to have been negligent. If your dog(s) escapes during a walk, or out of the vehicle (assuming no negligence is found on the part of the carer) any liability for the dog(s) actions remains the responsibility of the owner.
- The client agrees that, in admitting their dog(s), Jax's Waggy Tails has relied on the client's representation that their dog(s) is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog(s).
- All dogs will be subject to an initial assessment by Jax's Waggy Tails prior to using Jax's Waggy Tails. Jax's Waggy Tails reserves the right to refuse admission to any dog(s) deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
- The client agrees to notify Jax's Waggy Tails immediately of any unwelcome aggressive, proactive, or dangerous behaviour of their dog(s) that has the potential to cause any harm to any other dog or individual. Should any pet become aggressive or dangerous, Jax's Waggy Tails shall, in their sole discretion take whatever action they consider necessary in the best interest of the animal, other animals or people which may be encountered. This may, without limitation, include: a refusal to offer the services and immediate termination of this agreement; obtaining assistance from the vet, the R.S.P.C.A or the police. Any fees and costs incurred in taking action shall be directly chargeable to and recoverable from the client
- Jax's Waggy Tails may offer services where dogs co-mingle in groups and the client accepts that during normal dog play their dog(s) may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.

- Jax's Waggy Tails will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Jax's Waggy Tails.
- The client is responsible for full cost of treatment of any injuries or illness that their dog(s) receives while under the care of Jax's Waggy Tail, together with any associated costs such as call-out charges. The client authorises Jax's Waggy Tails to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the clients usually/preferred veterinarian practice, but this cannot be guaranteed (e.g. in an emergency) and the client accepts that Jax's Waggy Tails may at their discretion use any registered veterinary practice. The client agrees to pay all such costs immediately upon pick-up of their dog(s), or by agreement with the proprietor.
- Jax's Waggy Tails reserves the right to refuse admission if the client fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete.
- The client accepts that even though their dog(s) is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog(s) can still contract Kennel Cough. The client agrees that they will not hold Jax's Waggy Tails responsible if their dog(s) contract Kennel Cough whilst attending.
- The client agrees to take any necessary measures or precautions to ensure that their dog(s) is continuously free of contagious infections, or otherwise communicable diseases. The client further agrees to notify Jax's Waggy Tails immediately of any infections and/or contagious diseases or conditions their dog(s) has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough, Parvovirus, Corona Virus, Worms, Lyme Disease, Fleas, Pregnancy, Infectious skin diseases and intestinal parasites, Jax's Waggy Tails reserves the right to refuse admission until satisfied that the condition is resolved.
- Bitches may not attend Jax's Waggy Tails while in season or pregnant. Jax's Waggy Tails reserves the right to refuse admission if these criteria are not met.
- The client consents to their dog(s) being photographed, videoed, and/or used in any media or advertising by Jax's Waggy Tails without prior approval. All such media remain the property of Jax's Waggy Tails.
- Jax's Waggy Tails shall ensure that it always has in place suitable and valid insurance that shall include public liability insurance relative to the services preformed by the client,
- The client agrees that Jax's Waggy Tails is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog(s).
- The client agrees to ensure their dog(s) has not eaten 1 hour prior to picking up by Jax's Waggy Tails to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Gastric Torsion.
- The Client agrees to provide keys/arrange access to their dog(s) for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.

- The client agrees that, by signing the key holder waiver form this will indemnify Jax's Waggy Tails in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
- Jax's Waggy Tails accepts no responsibility or liability for the security of the client's property or premises, or any loss or damage which may be sustained as the result of action taken by third parties who also have access to the client's property or premises before, during or after expiry of this agreement.
- Jax's Waggy Tails will charge the client for the services as quoted in the booking form (the fee's) and the client agrees to pay Jax's Waggy Tails the fees, as agreed at the start date of the service. The client agrees to reimburse Jax's Waggy Tails for any additional fees 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.
- Jax's Waggy Tails reserve the right to impose a late payment administration fee of £10.00 if a payment is more than seven days overdue, plus interest at the satisfactory rate of 8% per annum until payment is received in full (at proprietors discretion) should any payment due under this agreement remain unpaid for 14 days after it falls due, Jax's Waggy Tails will be relieved of their contractual obligations under this agreement to provide the services until such time as payment is made.
- This agreement can be terminated by either party serving not less than 14 days written notice on the other party. Should any dog(s) become aggressive or dangerous, Jax's Waggy Tails shall, in their sole discretion take whatever action they consider necessary in the best interest of the animal, other animals or people which may be encountered. This may, without limitation, include a refusal to offer the services and immediate termination of this agreement. The client shall pay Jax's Waggy Tails for all fee, expenses and charges incurred up to date of termination of this agreement.
- Force Majeure - neither party shall be liable in damages or have the right to terminate this agreement for any delay or default in performing its obligations under this agreement caused by the conditions beyond its control including but not limited to act of God, war, strikes, fires, floods, governmental restrictions, or power failures. The party (the affected party) prevented from carrying out its obligations shall give notice to the other party of an event of force majeure upon it being foreseen by, or becoming known to, the affected party.
- Data Protection - Jax's Waggy Tails shall not use or pass to a third party (other than information needed by the carer to perform their duties). All information relating to the client, their property and pet(s) will be stored in accordance with the data protection Act 1998.
- No variation of these Terms and Conditions will have an effect unless confirmed by Jax's Waggy Tails services in writing.

- **AGREEMENT**

By signing Jax's Waggy Tails Terms and Conditions, you have read, confirmed and understood this agreement.

Client Name:

Signature:

Date: