

HAPPY PETS

of Rutland 

Terms & Conditions

- The owner is responsible and will ensure that their dog is up-to-date with their vaccinations, flea, tick and de-worming treatments.
- The owner accepts full liability and financial responsibility for any loss or damage caused by their dog whilst being walked or cared for. Happy Pets is not held accountable for vet fees or third party claims whilst your dog is in our care.
- The owner is to make full disclosure of any of the following issues; behavioural, health problems, antisocial behaviour; including aggression, incontinence or lack of house training and excessive loud barking or whining. Failure on the part of the owner to disclose any matter which might render owner's dog unsuitable for walking or care will be deemed a material omission which may result in additional charges or termination of any future contract/bookings.
- We make every effort to contact the owner in the event of an emergency, should we be unable to make contact we recommend that owners provide a contact number for a trusted third party. However, we reserve the right to make decisions regarding your dog's health, provided it is at all times acting in the best interest of the dog and on advice of a veterinary surgeon.
- The owner is responsible for payment of any vet fees incurred whilst pets are in the care of Happy Pets.
- Payment is due at the end of each working week for dog walking and day care unless you have agreed on an alternative payment plan. We reserve the right to impose a £5.00 late payment fee if a payment is more than 7 days overdue, then £2 charged daily from the eighth day until payment is received in FULL.
- Payment for alternative invoices (pet sitting) are to be paid within 7 days from the invoice date. We reserve the right to impose a £5.00 late payment fee if a payment is more than 7 days overdue, then £2 charged daily from the eighth day until payment is received in FULL.

Bookings

- Clients must ensure that bookings for **walking** and **doggy day care** for the following week are emailed or text to us no later than **Sunday evenings (8pm)**. If you have the same service every week, you will automatically be booked into the diary unless we are told otherwise.
- We ask for a minimum of 48 hours' notice prior to any pet sitting bookings to avoid disappointment. For stays longer than 5 nights an upfront deposit of £50 is required to secure the booking.

Cancellations

- If cancellation is given in writing 14 days prior to booking then there will be no charge; If cancellation is given in writing between 13 and 8 days prior to the booking, these services will be charged at 25%; If cancellation is given 7 days to 48 hours prior to booking, these services will be charged at 50%
- **Failure to cancel a walk or day care booking within 48 hours will result in the full booking cost. Clients with two dogs will be charged the full rate for both dogs, losing their 'two dog discount'.**
- Happy Pets reserves the right to cancel walks due to severe, unsafe weather conditions at short notice. If clients are off work due to weather but Happy Pets are running as normal, cancellation terms still apply.
- Clients agree to give a minimum of two week's notice to cancel any pet sitting bookings or four week's notice to cancel a regular dog walking agreement, failure to do so will result in loss of deposit and/or additional charges.