

Terms and Conditions



Client Authorisation & Terms 2025

1. I agree to provide keys / arrange for keys to be available for Bobby's Adventures dog walking and dog sitting visit arrangements.
2. I authorize Bobby's Adventures to obtain any emergency veterinary care that may be necessary during the time spent with my dog. Every effort will be made to contact the owner before obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize Bobby's Adventures to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate Bobby's Adventures for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses and damages resulting from an injury to the dog walker/sitter or other persons by the dog. I agree to cover and hold harmless Bobby's Adventures in the event of a claim by any person injured by the dog. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify Bobby's Adventures of any concerns/complaints within 24 hours of any appointments.
6. I understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems that might make my dog not suitable for walks. Bobby's Adventures will not care for dogs that imperil their safety or others.
7. I understand that suitable leads must be provided. If my dog pulls excessively, I will provide a lead to cater to this. If suitable leads are not provided, appropriate leads owned by the dog walker will be used.
8. I will ensure that my dog has an identification tag displaying my current contact details whenever dog walking services are required.
9. I will inform Bobby's Adventures of any CCTV or internal cameras prior to the visit.

Bobby's Adventures Responsibilities

10. Bobby's Adventures accepts no responsibility for the security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, dog walking will only be carried out by Bobby's Adventures owner or employees, unless prearranged with the client. Bobby's Adventures accepts no responsibility for damages to the property if other people have access to the property.
11. Bobby's Adventures will not let any dog off his/her lead unless the owner has given written consent.
12. If unforeseen circumstances occur when Bobby's Adventures cannot attend to your dog's needs due to illness etc, you will be notified straight away.
13. Bobby's Adventures is not responsible for damage sustained by a dog escaping because of a faulty lead/collar or a collar that is not properly fitted.
14. Bobby's Adventures will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
15. Bobby's Adventures will not be held responsible or liable in the event that my dog becomes pregnant while in their care.

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Long-Stay Dog Sitting (e.g. holiday cover)

16. Deposit and Final Payment

A non-refundable deposit of 20% of the total booking fee is required to confirm the booking. The remaining balance must be paid in full no later than 14 days prior to the start of the booking which you will receive an invoice for.

17. Cancellation Policy

Cancellations made less than 14 days prior to the start of the booking will be charged 100% of the total booking fee.

18. Multiple Bookings

No further bookings will be accepted or confirmed until completion of the initial dog sitting service.

19. CCTV

All internal cameras must be switched off for the full duration of the booking. External CCTV can be kept on.

Payment

20. Regular Clients: Invoices will be sent out in arrears weekly on a Friday to be paid by the Sunday. If you fail to make payment on time, a late payment fee of £5.00 will be added onto your next invoice.

21. Ad-hoc Clients: Invoices will be sent out prior to the walk/visit which must be paid before the service starts. If you fail to make payment on time, the walk/visit will not go ahead but you will still be required to settle the invoice.

22. Services provided on Bank Holidays will be subject to an increased rate.

Weather

23. Heat

When the weather is hot and it's evident the dogs are struggling in the heat; hour walks will be shortened accordingly. If it is too hot for dogs to walk an alternative service such as a home visit will be offered.

24. Heavy Rain

The visit will still be 1 hour in duration but walks may be shortened to enable Bobby's Adventures to get the dogs dried off and make sure they are comfortable before leaving.

25. Freezing, ice, and snow

If the weather is below freezing and paths/roads are icy, walks and visits may be cancelled due to safety issues. You will still be charged if cancelled due to ice/snow, but at a 50% reduced rate.

Cancellation Policy

26. You must give at least 48 hours notice if you wish to cancel a walk/sitting or you will be charged the full rate.

Chloe Green
Bobby's Adventures