

# Terms and Conditions



## **Bobby's Adventures**

### **Liability & Indemnity**

1. Bobby's Adventures holds valid and current comprehensive insurance including Public Liability cover. Proof of insurance is available to clients upon request.
2. In the event that a dog sustains an injury while under the care of Bobby's Adventures, any claim made through the company's insurance provider shall be subject to the insurer's terms, conditions, and findings of negligence.
3. Bobby's Adventures will not be held liable for illness, injury, loss, or death resulting from:
  - Pre-existing medical conditions
  - Undisclosed health or behavioural issues
  - Conditions arising naturally or independently of the service provided
  - Items or substances consumed outside of Bobby's Adventures' care
4. The client accepts full liability and responsibility for:
  - Any injury or damage caused by their dog to any person, animal, or property
  - All medical or associated costs resulting from such incidents
  - Any claims brought against Bobby's Adventures as a result of their dog's actions
5. The client agrees to indemnify and hold harmless Bobby's Adventures against any liability, losses, damages, or expenses arising from their dog's behaviour, except in cases of proven negligence.

### **Access to the Property**

6. The client agrees to provide keys or arrange access for scheduled visits. All keys are kept securely and coded without identifying information. Keys will only be used for agreed services.
7. Bobby's Adventures accepts no liability for loss, damage, or incidents where other individuals have access to the property during the service period.
8. Bobby's Adventures will not be held liable for any damage caused by your dog, including chewing, scratching, accidents, or other destructive behaviour.
9. The client confirms that the property, including fencing and gates, is secure and safe for the dog. Bobby's Adventures is not responsible for escape or injury resulting from defective fencing, gates, or property hazards.
10. The client must inform Bobby's Adventures of any CCTV or internal cameras prior to the visit.

### **Emergency Veterinary Care**

11. The client authorises Bobby's Adventures to seek and obtain emergency veterinary treatment for their dog if deemed necessary while in our care.
12. Every reasonable effort will be made to contact the owner or emergency contact prior to treatment. However, if the owner cannot be reached, Bobby's Adventures is authorised to make decisions in the best interests of the dog's health and welfare.
13. Bobby's Adventures will not be held liable for the outcome of emergency veterinary treatment provided by a veterinary professional.

### **Health & Welfare**

14. The client must inform Bobby's Adventures of any pre-existing medical conditions, ongoing treatment, allergies, injuries, or health concerns prior to services commencing.
15. The client must inform Bobby's Adventures of any changes to their dog's health or behaviour prior to each service. This includes: vomiting or diarrhoea, signs of illness, coughing, injuries, recent falls, or changes in behaviour.
16. The client must inform Bobby's Adventures if their dog is not kept up to date with flea and worming treatments.
17. Dogs that are not kept up to date with their vaccinations will only be permitted on solo walks. Young puppies must have completed their full vaccination course before attending any walks.
18. Owners of entire (un-neutered) dogs must inform Bobby's Adventures. Female dogs in season must not attend group walks and must notify Bobby's Adventures immediately at the start of their season.
19. Bobby's Adventures will not be held responsible if a dog becomes pregnant while in their care.
20. Bobby's Adventures reserves the right to refuse or cancel a service if a dog is deemed unfit to walk due to illness, injury, or welfare concerns.

### **Dog Behaviour**

21. The client must fully disclose any history of aggression, biting, reactivity, resource guarding, excessive humping, or any other behavioural concerns prior to services commencing.
22. Bobby's Adventures reserves the right to refuse, suspend, or terminate services if a dog displays behaviour that presents a risk to themselves, other dogs, the walker, or members of the public.
23. If a dog booked onto group walks is deemed unsuitable for group settings due to behaviour, overstimulation, or welfare concerns, Bobby's Adventures reserves the right to move the dog to solo walks.

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### Client Information Updates

24. Clients must inform Bobby's Adventures immediately of any changes to contact details, emergency contact details, registered veterinary practice, or the installation of any new CCTV or internal cameras within the property.
25. Clients must also ensure Bobby's Adventures is fully informed of any changes to their dog's medical conditions, medications, allergies, injuries, behaviour, temperament, or neuter status.

### Dog Walking Terms

26. The client must provide suitable, secure collars/harnesses and leads appropriate for their dog.
27. If suitable equipment is not provided, Bobby's Adventures reserves the right to use appropriate equipment owned by the walker.
28. Bobby's Adventures accepts no responsibility for injury, loss, or escape resulting from faulty, damaged, or ill-fitting equipment supplied by the client.
29. All dogs must wear a collar or harness with an identification tag displaying the owner's current contact details whenever dog walking services are provided.
30. Dogs will not be let off lead without written owner consent.

### Weather Policy

31. Bobby's Adventures reserves the right to cancel, shorten, or modify services in any weather conditions deemed unsafe for the dogs or the walker. If services are cancelled due to weather conditions, no fee will apply.
32. Heat: Walks may be shortened in hot weather, or an alternative home visit or earlier time slot may be offered. Services may be cancelled if conditions are unsafe or the alternative is unsuitable.
33. Heavy Rain: Walks may be shortened if dogs are uncomfortable or to allow time for drying.
34. Other Extreme Weather: In cases of storms, ice, snow, or official weather warnings, services may be cancelled if it is unsafe to travel or walk the dogs.

### Mud & Cleaning

35. If you would like your dog to be dried after a walk, the client must provide a towel.
36. For particularly muddy dogs, Bobby's Adventures may use a dog washer to remove excess dirt.
37. Dogs should not be expected to return completely clean/dry and Bobby's Adventures is not responsible for removing all mud, dirt, or debris from a dog's coat.
38. If a dog must be kept out of water due to a medical condition, Bobby's Adventures will make reasonable efforts to accommodate this during walks. Clients must provide full details of any such conditions prior to services. Bobby's Adventures cannot guarantee that a dog will remain completely dry in all circumstances and will not be held liable if accidental exposure occurs.
39. If your dog wears a coat/jumper, it must be left out and available for use during walks.

### Overnight Dog Sitting Terms

40. A non-refundable deposit of 50% of the total booking fee is required to confirm the booking. The remaining balance must be paid in full no later than 14 days before the start of the booking. Any cancellations or changes made after this date will not be refunded.
41. The initial dog sitting booking must be completed before any additional bookings can be accepted or confirmed.
42. All internal cameras must be switched off during overnight stays; external CCTV may remain active.
43. Any alarm systems or security codes must be provided in writing. Bobby's Adventures is not responsible for alarm activations caused by faulty systems or incorrect instructions.
44. In the event that essential items are required during the client's absence (including: pet food, medication, or cleaning supplies), Bobby's Adventures reserves the right to purchase the necessary items to ensure the dog's welfare. All receipts will be retained and provided to the client. The client agrees to reimburse the full cost of any purchases upon their return.
45. If Bobby's Adventures is unable to continue the dog sitting service due to an unforeseen circumstance, or if the dog displays aggressive behaviour that compromises safety, the owner and emergency contact will be contacted immediately. The emergency contact must either continue the dog sitting service or arrange alternative care. If alternative care at a kennel or similar facility is required, the client will be liable for all associated costs.

### Payment Terms

46. Regular Clients - Invoices are issued weekly in arrears on Friday and must be paid by Sunday. Late payments will incur a £5 late fee added to the next invoice.
47. Ad-Hoc Clients - Invoices will be issued and due prior to the service. Failure to pay will result in cancellation of the service, but the invoice must still be settled in full.
48. No refunds will be issued once payment has been received.

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### **Cancellations & Changes**

49. Cancellations made within 48 hours of the scheduled service will be charged the full service rate. (Overnight dog sit bookings are subject to different terms – see point 40.)

50. Services may be rescheduled within the same week, subject to availability. If no availability exists, the original booking will remain chargeable.

### **Retainer Fee**

51. Regular clients may take up to 2 weeks off without charge. For any absence beyond the first 2 weeks, a 50% retainer fee will be charged to hold the regular slot in the schedule.

### **Bobby's Adventures Illness & Holiday**

52. If services cannot be fulfilled due to illness or unforeseen circumstances, clients will be notified immediately.

53. Bobby's Adventures will provide at least 2 weeks' notice to clients for any planned holidays. Planned holidays will also be communicated at the end of invoice emails for added visibility.

54. Clients are advised to have an alternative dog walker available in case of emergencies or holidays. Bobby's Adventures is happy to provide recommendations for trusted dog walkers if required.

### **Social Media**

55. Bobby's Adventures may take photographs or videos of dogs during walks or services for use on social media, the website, or promotional materials. If you do not wish for your dog to appear on social media or in promotional content, you must notify Bobby's Adventures in writing.

### **Privacy Policy**

56. All client information, including contact details, home address, veterinary details, and any other personal or property information, will be kept strictly confidential, and will not be shared with third parties unless required to do so by law or in the case of a veterinary emergency.

57. Bobby's Adventures will only use client information for the purpose of providing agreed services and for related communication, invoicing, and record keeping.

### **Concerns**

58. Any concerns regarding services must be raised with Bobby's Adventures within 24 hours of the service.

### **Duration & Termination of Agreement**

59. Regular clients must provide a minimum of 2 weeks' notice to terminate services. If services are stopped immediately without notice, 2 weeks' fees will still be payable. Any keys provided to Bobby's Adventures will be returned promptly once services end.

### **Client Agreement**

60. I confirm that I have read, understood, and agree to abide by the Terms & Conditions of Bobby's Adventures. Bobby's Adventures reserves the right to amend these Terms & Conditions at any time. Clients will be notified of any changes.

**Chloe Green**  
**Bobby's Adventures**