

# Family Tails Ltd



Services: Dog walking ☐ Home Visits ☐ Dog Boarding ☐ Dog daycare ☐

Names of owners:

Address:

Telephone Numbers for Emergencies

Email Address:

Number of dogs:

Dogs Names :

Breeds:

Sex: Male ☐ Female ☐

Neutered ☐ Spayed ☐ No ☐

Micro Chip Number if known

Medical issues & medication if applicable

Vet Practice Name & Address

Is your dog sociable around other dogs Yes ☐ No ☐ Occasionally ☐

Behavioural concerns:

Anxieties:

Allergies: Yes ☐ No ☐

Details

Vaccinations up to date Yes ☐ No ☐ Puppy in the process of receiving vaccinations ☐

**We cannot board puppies or for daycare or walks unless fully vaccinated.**

Date of Last flea and Tick treatment: (Only applicable if boarding or day-care)

Time Preference for Dog walking:

Dog toy play preference Ball ☐ Stick ☐ Tug toy ☐

Does your dog have good recall Yes ☐ No ☐

Solo Walk ☐ Pack Walk ☐

Entry to the property: Key given for access ☐ Lock Box ☐ Someone will be home ☐

Alarm code / Key box code if applicable.

Boarding ☐/Pet sitting ☐ dates required (if applicable):

On occasion Family Tails would like to take pictures of the dogs whilst they are out walking with us. We understand due to a person's privacy you may not wish us to do so. If you give permission, we will not release any personal details of the owners or the dogs themselves. Please can you tick the box which applies to your preferences.

I give my permission to use pictures of my dogs on your social media Business page during walks ☐ I would rather you didn't use or take photos of my dogs ☐

Payment methods accepted: Cards, Cash, Bank Transfer. Weekly Payments ☐ Monthly Invoiced Weekly Payments ☐ Monthly Payments ☐

Bank: Tide

Account Name: Family Tails –James Ellis

Sort Code: 04-06-05

Account number: 17523797

Boarding/Daycare/Pet sitting

Feeding regime

Meal Times

Type of food

Portions

Treat Times

Dog walk times when Boarding/Pet Sitting/Daycare

Medication if applicable

Storage

Frequency

With or without food

Before ☐ or after ☐ food

Names of medication and the dog it is for if you have more than one.

**Print name**

**Signature of Client**

**Date**

**Family Tails Print name**

**Signature of family Tails**

**Date**

## Terms & conditions

1.General1.1. All clients will be deemed to have accepted Family Tails Ltd terms and conditions (as laid out here) upon signature of the completed agreement. All bookings are subject to these terms and conditions. Variation to these terms may be made periodically however you will be notified of any pending changes by email. 1.2. Information given in the initial consultation when the agreement was completed will be used unless we have been notified by the client of any changes in your pet's condition or requirements/change of address or phone number. These agreements will be updated periodically. 2.Charges 2.1. Our charges will be discussed with you at the time of booking verbally or via written quotation. Charges will change periodically, and this will be discussed with you prior to any increase. 2.2. After meeting/initial consultation, the pet agreement will need to be signed. Our certificate of insurance and copies of DBS clearance will be presented at the meeting, alternatively (copies can be supplied upon request). The amount for the pet visiting, dog walking booking, will need to be paid within 3 working days before the booking commences unless on a monthly payment term or alternative arrangements such as weekly payment arrangements have been agreed. If the amount is not paid the booking will be cancelled. If you decide to cancel the booking more than 48 hours prior to the commencement date the full amount for the booking will be refunded if paid upfront. Cancellations less than 48 hours prior to the commencement date will not be refunded. Any cancellations made less than 48 hours of Family Tails coming to walk or visit your dog will still be charged at the normal dog walking/wellbeing check rate which ever service is applicable. 2.3. Payment can be made by direct bank transfer, cash or card only. The preferred method is via a direct bank transfer, details of which are on the invoice and agreement 3. Your Pet 3.1. It is vitally important that you give Family Tails Ltd an honest and up to date account of your pets needs/health issues and any behavioural problems that may be encountered on a day-to-day basis. Family tails Ltd has the right to cancel any booking/dog walk should this information be withheld or not provided.3.2. If your pet becomes unwell during any of our services, the client will be immediately notified. You are solely responsible for any fees that occur from veterinary treatment. In an emergency Family Tails will decide to take your pet to their own veterinary practice. 3.3. All clients are solely responsible for ensuring there is enough food and bedding for their pets whilst Family Tails Ltd are engaged with your booking. 3.4. Family Tails Ltd will not be liable for any injury, disappearance or death of any dog, that have access to the outdoors whilst completing the booking. 3.5. Family Tails will not be held liable for any theft or damage to your property or illness/injury to your pet unless we can be shown to be negligent. 4. Dog walking 4.1. The Control of Dogs Order 1992 states that "Every dog while on a public highway or place of public resort must wear a collar with the name and address of the owner inscribed on it, or a plate or badge attached to it. Failure to do this will result in the walk being cancelled for that day. 4.2. All clients must provide either a suitable collar or a harness for their dogs to be exercised with. Any wear and tear to the harness will be the sole responsibility of the owner. Dogs will not be exercised if wearing a prong, choke or an electronic collar. 4.3. Any owners that require their dogs to be exercised off-lead MUST sign the reliable recall form at the time of booking. Family Tails will not be liable for any injury, theft or disappearance of a dog or dogs during a walk unless we are seen to be negligent. 4.4. Family Tails Ltd will provide a supply of suitable poo bags during the dog's walks and remove faeces from public places during visits on walks.4.5. Family Tails will provide water for the dogs during walks with a separate bowl that no other dogs have used on that day. 4.6. Family Tails will reserve the right to cancel any dog walks during very warm periods of weather. During this period any dog walks can be changed to a dog visit which will ensure the dog has a toilet and a company break with games to be provided in the house or if appropriate in the garden. 4.8. Walks may need to be cancelled during any extreme weather conditions such as very cold/icy weather/thunder or torrential rain. Should this happen, all walks will be changed to a visit. 4.9. One week's notice will be required should you decide you no longer require your regular dog walking slot with Family Tails. A regular slot would mean a client who has their dog walked every week even if this is just one walk in 7 days. 4.10. Un-spayed bitches will not be walked whilst they are 'in season' and as an alternative a play session/visit will be provided as an alternative.4.11. As a business we need to keep records of our clients and their dogs for insurance and billing purposes. Details of the owner and their dogs will only be disclosed to a third party which will be our insurance provider or vet Practice, only in the event of an emergency or claim. No one other than Mr & Mrs James Ellis will

have access to any records we hold on file. All records will be kept in a safe and secure manner encrypted with password protection. We will share all records with the customer that they belong to upon written request In line with the GDPR.5.0 Payment All payments received will have a written receipt/invoice at time of payment if cash, a receipt will be emailed to the payee if paying by card and banks transfer. For those on monthly terms, an invoice will be submitted on the 1st of each month, **Please note should your dog be in season we will not be able to accept her boarding so please check when your dogs was last in season.**