



Who Let The Dogs Out...? We Did
And they loved it!

Dog Walking & Pet Services

Terms and Conditions

These terms and conditions may be changed or updated at any time. Whilst we endeavor to ensure that all information is correct and updated, we do not warrant its accuracy and completeness. We may make changes to terms and conditions and rates of Who Let The Dogs Out...? We Did services at any time without notice. You should take appropriate steps to verify any information before acting on it.

Terms and Conditions - General

1. All clients will be deemed to have accepted Who Let The Dogs Out...? We Did terms and conditions (as laid out here) on completion of enrolment questionnaire and signature of contract.
2. Who Let The Dogs Out...? We Did will not confirm any booking until a consultation has been carried out with the client and the contract, with full details of client requirements, has been signed by the client.
3. A deposit of 25% will be required to confirm Boarding, payable on booking. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of invoice being issued or by the date specified on the invoice or at the consultation, via cash or bank transfer. We do not accept cheques. Dog walking, Daycare and other services, clients may pay weekly, full payment is to be made within 48 hours of invoice via cash or bank transfer.
4. Who Let The Dogs Out...? We Did reserves the right to charge a late payment fee of £5 per day if payments are not paid on the date due.
5. A charge of 2 x normal daily rate will be added for the following days for all our services: Christmas Day and Boxing Day, New Year's Eve, New Year's Day.
6. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of Who Let The Dogs Out...? We Did, these will be purchased and added to the invoice.
7. If it is necessary for keys to be picked up or dropped off in order to complete an assignment charges will be applied for each trip.

8. The client must provide Who Let The Dogs Out...? We Did with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Who Let The Dogs Out...? We Did reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.

9. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Who Let The Dogs Out...? We Did.

10. Who Let The Dogs Out...? We Did must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.

11. Although Who Let The Dogs Out...? We Did holds Public Liability insurance, wherever possible pets should be insured by the client. Who Let The Dogs Out...? We Did reserves the right to refuse a booking for any animal which is not insured.

12. Who Let The Dogs Out...? We Did will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Who Let The Dogs Out...? We Did cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

13. As a rule set by our Local Authority dogs must not be left alone for more than 3 hours.

14. Price changes- Prices will be reviewed annually and amended if required on 1st January each year. We reserve the right to adjust our prices at any time if deemed necessary. All clients will be notified via email of any changes.

15. For Flea Situations Involving a client's dog:

Clients acknowledge and agree that, to the extent any situation arises where the clients dog introduces fleas into our home, the client will be billed for any amount to reimburse costs incurred attendant thereto. These costs may include, but are not limited to, costs associated with treating any resident animals and/or home for fleas or flea prevention. It is the responsibility of all clients to disclose any knowledge of flea issues associated with their pets to Who Let The Dogs Out...? We Did before any service is rendered.

Terms and Conditions - Services

1. Cancellations - for cancellations of walks/day care/pet visits/pet taxi, a minimum 48 hours' notice is required. If the required notice is not given, charges will be applied in full for the cancelled period. If you wish to permanently cancel services 1 months' notice is required, this must be done via a phone call or by email.

2. In the event of Boarding cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit or 25%, will be refunded, or held over for subsequent bookings.

Boarding bookings that are cancelled between 14 days and 48 hours before the start date of the booking will require 50% payment for services.

3. All bookings cancelled within 48 hours will be payable in full.

3. Pet Taxi and Wedding Chaperone bookings are subject to a 35% non-refundable deposit payable in advance.

4. Clients using the Pet Taxi service must notify the veterinary surgery that Who Let The Dogs Out...? We Did will be attending the appointment on their behalf and ensure that arrangements for payment have been made with either Who Let The Dogs Out...? We Did or the vet.

5. Any client wishing to accompany Who Let The Dogs Out...? We Did whilst an animal is being transported accepts that they do so at their own risk and that Who Let The Dogs Out...? We Did does not accept any liability for any accident, injury or delay incurred during transportation.

6. In the event of Wedding Chaperone service cancellations that are notified to us 28 days prior to the booked date, all fees less the non-refundable deposit of 35% will be refunded, or held over for subsequent bookings, cancellations between 28 days and 14 days of the booked date will require 50% payment of services, cancellations within 14 days of booking date the full rate will be charged.

7. All dogs being walked or in day care must be fully vaccinated and on a regular flea and worm control regime.

8. All dogs being walked or in day care will undergo a trial period to ensure that they are adequately trained and socialised.

9. We will not walk dogs who wear choke chains or electric collars nor can we administer negative punishment or any method which may cause the dog pain or distress.

10. Who Let The Dogs Out...? We Did reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the family and/or other dogs. If your dog becomes destructive or barks excessively during its board it will be moved to an alternative carer or to a kennel. There will be no refund of the boarding fees you have paid or are owed to Who Let The Dogs Out...? We Did and any additional fees charged by the alternative carer kennels will be payable by you.

11. All dogs will be walked on a lead unless prior agreement has been reached with Who Let The Dogs Out...? We Did and consent has been signed.

12. We will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (ie, heat, thunder storms) for the safety of both the dogs and staff.

13. Who Let The Dogs Out...? We Did does not accept any responsibility or liability for any clients animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area, or in the home with an unlocked cat flap.

14. Who Let The Dogs Out...? We Did will clean up after your pets to the best of their ability. Please inform us of the designated area for the appropriate cleaning supplies. Who Let The Dogs Out...? We Did are not responsible for carpet/ flooring stains created by your pet(s).

15. Who Let The Dogs Out...? We Did will make adequate steps to ensure your home is safe and secure in your absence, however Who Let The Dogs Out...? We Did cannot be held responsible for any burglaries or accidents caused by your pet(s).

16. Although all durations and times stated will be adhered to as rigorously as possible they are approximations only.

17. It is a legal requirement for dogs to wear a collar with name tag whilst out in a public place, Who Let The Dogs Out...? We Did will not walk any dog without a collar, Who Let The Dogs Out...? We Did will provide and use a name tag with our contact details whilst in our care.

18. The right is reserved to re-home any pet not collected within 14 days of the date arranged if no communication is received from you and reasonable efforts to contact you have failed. In the event we deem it necessary to re-home your pet due to abandonment, all fees shall be payable by you up to the point of re-homing. A £150 rehoming fee is payable by you for re-homing your pet and a report shall be filed with the appropriate authorities.

Terms and Conditions - Aggressive Animals

1. Who Let The Dogs Out...? We Did will not accept to look after aggressive animals.
2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal or human including the carer.
3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
4. We will not walk unruly or untrained dogs.
5. If the client's dog(s) whilst being walked or boarded shows aggressive tendencies towards Who Let The Dogs Out...? We Did or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected or moved to a kennels facility at the cost of the client.

Terms and Conditions – Miscellaneous

1. On occasion Who Let The Dogs Out...? We Did may have a family member or friend accompany/assist/cover for them whilst providing the scheduled services. No costs will be applied to the clients account for any assistance the companion provides.
2. Who Let The Dogs Out...? We Did regularly takes photographs of clients animals for posts on their website, social media and related promotional sites. If you have any concerns regarding this or would like to opt out of this then please make this clear before signing this agreement.
3. Who Let The Dogs Out...? We Did reserves the right to have an agreed period of time off for annual leave. In this instance, you, the client will be given a minimum of 1 months' notice.