

Happy Paws and Waggy Tails

Terms & Conditions of Business for Services Effective 26th March 2021

1. The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of Happy Paws and Waggy Tails, or is using any other services provided by Happy Paws and Waggy Tails, and agrees to indemnify Happy Paws and Waggy Tails in full against any liability arising from such harm or damage to third parties.
2. The Client agrees that, in admitting their dog, Happy Paws and Waggy Tails has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. All dogs will be subject to an initial assessment by Happy Paws and Waggy Tails prior to using Happy Paws and Waggy Tails services. Happy Paws and Waggy Tails reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client agrees to notify Happy Paws and Waggy Tails immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. Happy Paws and Waggy Tails offer services where dogs co-mingle in groups and the Client accepts, should the client book a group service, that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision. The Client is responsible for the medical treatment of any injuries or illness that their pet receives whilst with Happy Paws and Waggy Tails.
6. The Client will supply suitable collars or harnesses and leads (and where necessary a muzzle), as well as any coat or other accessory that the Client wishes to be used. The Client understands their obligations under the control of dogs order 1992 which states that any dog must wear a collar and identity tag in a public place.
7. Happy Paws and Waggy Tails will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Happy Paws and Waggy Tails.
8. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of Happy Paws and Waggy Tails, together with any associated costs e.g. call-out charges. The Client authorises Happy Paws and Waggy Tails to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of Happy Paws and Waggy Tails may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor. The Client must provide contact details of their preferred Vet.
9. The Client agrees that if their dog attacks, or is involved in a fight with another dog (and/or person) causing injury to that dog (and/or person), that the Client will be responsible for any losses incurred as a result. This includes, but is not limited to, payment of veterinary fees in respect of injuries caused to by the Clients' dog. We recommend that all dogs are insured against sickness, accident or injury and for third party liability.

10. Happy Paws and Waggy Tails reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations, or the vaccinations are found to be expired or otherwise incomplete. Flea and worm treatments must be up to date.

11. Happy Paws and Waggy Tails may walk up to 3 dogs at any one time. For solo bookings no other dog will be present at any time.

12. Happy Paws and Waggy Tails will collect and walk the dog for the specified and agreed time, on the agreed days from the agreed address, unless advised otherwise.

13. Bitches should not attend Happy Paws and Waggy Tails while in season or pregnant. Happy Paws and Waggy Tails reserves the right to refuse admission if these criteria are not met.

14. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold Happy Paws and Waggy Tails responsible if their dog contracts Kennel Cough while attending.

15. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Happy Paws and Waggy Tails immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Happy Paws and Waggy Tails reserves the right to refuse admission until satisfied that the condition is resolved.

16. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by Happy Paws and Waggy Tails without prior approval. All such media remain the property of Happy Paws and Waggy Tails. If the Client does not wish their dog to be photographed/videotaped or used in media/advertising then they must notify Happy Paws and Waggy Tails in writing.

17. The Client agrees that Happy Paws and Waggy Tails is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.

18. The Client agrees to ensure their dog has not eaten in the hour before pick up by Happy Paws and Waggy Tails to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).

19. The Client agrees to provide keys/arrange access to the dog/pet for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.

20. The Client agrees that, by signing the key holder waiver form this will indemnify Happy Paws and Waggy Tails in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.

21. Where a Client has provided a key to their property Happy Paws and Waggy Tails will only use this key to collect and return the dog, or for access to the property for a pet pop in service. The key will be kept secure and will be returned to the Client on demand.

22. Where a dog flap is fitted, it is the Clients' responsibility to ensure that the garden and boundary fences are secure at all times.

23. Happy Paws and Waggy Tails holds insurance in respect of public liability, care custody control extension (liability to animals), and loss of keys.
24. Happy Paws and Waggy Tails will apply professional judgement and cut short a walk if necessary because of extreme weather. This will be for the safety of the dogs.
25. The Client must give at least 24 hours notice to cancel, otherwise full payment will be charged.
26. Happy Paws and Waggy Tails will inform the Client of any incident or anything which Happy Paws and Waggy Tails notices about the dog which the Client ought to be aware.
27. Charges are set out on the website and will be advised at the time of booking. Clients' will be deemed to have accepted the charges and the terms & conditions upon confirmation of a booking. Fees should be paid within 10 days of the payment request or invoice. An administration fee of £10 per month will be added to the fees until unpaid charges have been settled. Happy Paws and Waggy Tails can not accept debit or credit cards. Payment should be made in cash or by bank transfer.
28. Full day bookings (which will include, but is not limited to, all wedding services) require a 30% deposit to reserve the chosen day. The remaining balance must be paid 4 weeks before the day that the services have been booked for. A full day booking is classed as any booking of 6+ continuous hours.
29. Bank holidays incur additional fees.
30. Personal information will be treated confidentially, and will not be passed to any third party.
31. Information given on the initial registration form will be used for subsequent bookings unless the Client provides notification of any changes.
32. No variation of these Terms and Conditions will have effect unless confirmed by Happy Paws and Waggy Tails in writing.