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**Dog walking - Dog Boarding - Pet visits**

During the ‘Meet and greet’, a Walk and Wagg pet care agreement form will be completed by the client, which will detail information about the owner and pet(s), which will be in agreement with our terms and conditions, and provide valuable information, in the best interest when caring for your pet.

**Terms and Conditions**

**You’re Pet at Walk and Wagg**

For walking or boarding, dogs must be over six month old.

The owner shall confirm, the pet is fit and well, and within the last thirty days has not been ill with any contagious infections, diseases or medical conditions.

The owner shall confirm all vaccinations are up to date, and the course of vaccinations must be completed four weeks before the first date of boarding. The owner shall provide copies of their vaccination certificates/forms. Vaccinations required: Kennel Cough, 5 in 1 Dhppv, Distemper, Hepatitis, Leptospirosis and Parvovirus.

Owners shall ensure their dogs have been treated against Flees and worms

Dogs must be fully socialised with other dogs (Adults and puppies)

Dogs and Cats must wear a collar with a tag giving contact details.

Owners shall provide microchip details (number) Note: By law all dogs must be microchipped.

Owners shall provide details of their pet’s insurance (Certificate etc).

During walks, dogs will be kept on a lead at all times (other than exceptions detailed below).

Upon request from the pet owner, and following an off lead assessment (by Walk and Wagg), and with the signing of an ‘Off lead disclaimer form’, dogs can/will be walked off the lead.

Walk and Wagg will not be held liable for any loss, injury of a pet, or damage caused by the pet, either inside or outside, when in walk and Wagg’s care.

The Owner has an obligation to advise walk and Wagg of any aggression or behavioural problems, at the initial meet and greet. Failure to do so may result in the cancellation of your booking. Any inappropriate behaviour in our care deemed dangerous to other dogs or people may result in the relocation of your dog into boarding kennels, all costs will be paid in full by the dog owner.

For group or off lead walks, male dogs shall be castrated.

Bitches in season cannot to be accommodated. If a dog comes into season whilst in the care of walk and Wagg, they will be quarantined for their protection. We would contact you to collect your dog as soon as possible should this occur.

**Equipment**

Owners will be required to supply sufficient food and treats for the booking duration.

Leads, collar, travel harness, bed, crate, food bowls, dog towels, poo bags, toys, chews etc shall be provided by the owner. The owner must provide all medication and any administering instructions.

**Vet information**

All Pets are required to be registered with local vets. Owner shall provide Veterinary contact details, along with, a third party emergency contact that would be authorised to make a decision regarding surgery or euthanasia (if necessary).

Walk and Wagg reserve the right to use personal judgment in seeking veterinary care for your Pet. The owner or the emergency contact will be informed, if possible.

The pet owner will be liable for any vet fees with or without a verbal agreement.

**Insurance/licence/CRB Checks/Certificates**

Walk and Wagg has legal Liability insurance for animals in their care, which covers - Dog Sitting – Dog walking- Cat Visits, Puppy visits, Pet taxi and loss of Keys.

Walk and Wagg hold a Birmingham city council animal boarding establishment licence. This is renewable each year on the 31st December.

Lynda King-Harmes at Walk and Wagg has been CRB DBS checked 12/07/2017.

Walk and Wagg Lynda King-Harmes has completed a CPD Dog first aid Course 01/07/17.

Hard copies of the above will be available to view at your meet and greet assessment, or at any time upon request.

**Bookings**

All Bookings must be paid in full, in advance or if agreed at the beginning of each service. For Ongoing bookings, payment must be made in advance of the proceeding month’s service, unless otherwise agreed with Walk and Wagg.

For pet boarding a 50% (of total balance) booking fee shall be paid as a deposit upon confirmation of booking. Note: Booking is NOT confirmed until deposit is paid

**Cancellations**

Regular customers (booking in advance, minimum of two walks a week in any month) will be required to give a minimum of thirty days’ notice to terminate any walk and Wagg’s services.

Agreed bookings (deposit paid) for boarding, require a minimum of fourteen days’ cancellation notice. Any deposits taken will be none refundable. If you have a change of date Walk and Wagg will try to accommodate the re arrangement of your booking where possible. Note: Re arrangement cannot be guaranteed.

**Acceptance of Walk and Wagg Terms and Conditions**

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_/\_\_\_\_\_ /\_\_\_\_\_**