



HAPPY PLACE DOGS TERMS AND CONDITIONS

1. Please read through the HAPPY PLACE DOGS Terms and Conditions (T&Cs) outlined here. **In making a booking with HAPPY PLACE DOGS you will be agreeing to these T&Cs.**
2. HAPPY PLACE DOGS will arrange a free 'meet and greet' prior to the first walk/pop-in when I can meet your dog and chat to you about their personality, behaviour, likes and dislikes etc. It is important that I understand your dog as much as possible before I take them out so this is a chance to let me know about any behavioural habits or special requirements such as any allergies or worries they may have. Please ensure to notify HAPPY PLACE DOGS immediately of change in behaviour of your dog.
3. Bookings can be made either as a weekly repeat booking or an ad hoc booking.
Weekly repeat bookings ensure that your dog is booked on the same walks each week and their space is guaranteed.
Ad hoc bookings are booked as and when you need. Space depends on other walks that day so cannot be guaranteed unfortunately.
4. Full payment for HAPPY PLACE DOGS' services (agreed at time of booking) are to be made weekly by bank transfer within 48 hours of receipt of invoice (usually sent each Friday or Saturday after that week's walks.)
5. HAPPY PLACE DOGS ask that you try to give as much notice of any cancellations where possible:
Cancellations given in less than 24 hours will unfortunately incur a full charge.
If for any reason I need to cancel the service (for example in heavy snow, illness), then you will not be charged.
6. HAPPY PLACE DOGS only walk up to four dogs at one time so that each dog can have the attention and care that they require. On our walks I will train, play and interact with them using only positive reinforcement and reward-based methods which are proven to have excellent results on both a dog's behaviour and wellbeing.
7. Your dog will be walked with other dogs unless a solo walk has been arranged. I will gather as much information about each dog as possible to ensure that they are friendly and get along with each other. Dogs who join the group are carefully matched to ensure that the group works well together in terms of their personality and exercise needs.
8. There will be a trial period of 3 weeks to observe and ensure that your dog and the other dogs in the group are happy and relaxed. Any problems will be discussed with you and possible alternative arrangements discussed if necessary. HAPPY PLACE DOGS reserves the right to cancel the contract at any time and with immediate effect if your dog does not respond well to other dogs in the group.
9. HAPPY PLACE DOGS will ask if you prefer your dog to be walked on or off of the lead. Dogs will be walked initially on lead but once I have formed a good relationship with your dog and with your permission, I will allow your dog off lead – but only once I have tested for an effective recall (a disclaimer will be required to enable me to let your dog off lead). If, for any reason I feel it is necessary for the safety of the dog, they will be kept on the lead.
10. Dogs will be transported in my car, either in a separated area in the boot or on the backseat with dog seatbelts. (For harness' only) Your dog will never be left in the car except briefly when I am picking up and dropping off other dogs. At this time the engine will always be turned off and doors locked.

11. Please be aware that there is flexibility within the hour for the pick-up time due to potential unforeseen delays such as traffic, however, the walk or visit will start once I arrive at the location.
If the weather becomes too dangerous to travel or walk in, walks and visits may be cancelled or cut short for safety.
12. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision. HAPPY PLACE DOGS will care for your dog as if they were my own by making every effort to ensure your dog is excellently looked after in my care. However, HAPPY PLACE DOGS cannot be held liable for any loss, injury to or death of your dog whilst in my care.
13. HAPPY PLACE DOGS accepts no liability for any breach of security or loss of or damage to your property if any other person has access to the property during the term of this agreement.
14. HAPPY PLACE DOGS shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by a dog who has unsupervised access to the outdoors (your garden for example).
15. HAPPY PLACE DOGS trusts that you keep your dog up to date with their yearly vaccinations, as well as flea and wormer treatments.
Please ensure to notify HAPPY PLACE DOGS immediately of any infectious and/or contagious disease or conditions your dog has been exposed to or is affected by. HAPPY PLACE DOGS reserves the right to refuse admission until satisfied that the condition is resolved
16. It's very important that you provide HAPPY PLACE DOGS with an alternate contact (their name and contact number). This person needs to be someone you can trust to make a decision relating to your dog(s) in the event of an emergency. HAPPY PLACE DOGS will only ever contact them if you cannot be reached. If you or your alternate contact is not available HAPPY PLACE DOGS reserves the right to consult with a veterinary surgeon and to make a decision which is in the best interests of your dog.
17. You agree that you are responsible for the cost of any necessary veterinary treatments whilst your dog is in the care of HAPPY PLACE DOGS.
18. If your dog is in season, HAPPY PLACE DOGS may be able to offer a solo walk instead, while being kept on the lead for safety.
19. HAPPY PLACE DOGS will clip on an identity tag to your dog that says they are currently being walked by a dog walker with contact information; please ensure that they also have one with your up-to-date details. Happy Place Dogs also asks that your dog has a microchip to abide by UK law, making sure this also has up-to-date details.
20. Information given to HAPPY PLACE DOGS will remain private and confidential and will not be shared with any third parties.

HAPPY PLACE DOGS is a member of the

