

Wag-tails Pet Visits Terms and Conditions
Effective 1st January 2025

1. The Client agrees to provide keys/arrange access to the pet(s) 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.
2. The Client agrees to pay in full on the day of the visit. Where more than one walk/visit has been booked within the same week, payment must be made with cleared funds every Friday.
3. The client agrees to book visits as far in advance as possible, ideally no later than Friday for the week ahead.
4. We have a strict 24 hour cancellation policy, if less than 24 hours notice given the client agrees to pay 50% for the visit. Any same day – day swapping and same day bookings will incur a £2 admin fee.
5. The Client agrees that, in admitting their pet, Wag-tails has relied on the Client's representation that their pet is in good health and has not harmed or shown aggression or threatening behaviour toward any person.
6. All pets will be subject to an initial assessment by Wag-tails staff prior to using Wag-tails Services. Wag-tails reserves the right to refuse any pet deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
7. The Client agrees to notify Wag-tails of any unwelcome, aggressive, procreative, or dangerous behaviour of their pet that has potential to cause harm to any individual.
8. The Client is solely responsible for any and all harm or damage caused by their pet whilst it is under the care of Wag-tails.
9. The Client is responsible for the full cost of treatment of any injuries or illness that their pet receives while under the care of Wag-tails, together with any associated costs e.g. call-out charges. The Client authorises the staff of Wag-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 Wag-tails may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their pet, or by agreement with the proprietor
10. The Client agrees to take full responsibility for all risks including unauthorised access to and/or theft from their property should they choose to leave doors or windows open for Wagtails staff to attend their pet. Furthermore, the Client agrees that Wag-tails is not responsible for any lost or stolen items, or damages to the property that may occur in such circumstances.
11. The Client agrees to take full responsibility for leaving their pets unattended overnight, and accepts full liability for the risks contained therein. The Client fully exonerates Wag-tails from any responsibility concerning unsupervised overnight incidents, including pet illness, death, fire, unauthorised access, or any other incident.
12. Female pets will be cared for while in season or pregnant. However, Wag-tails needs to be made aware of the situation and Wag-tails refuses to accept any liability should the animal become pregnant.
13. The Client agrees to take any necessary measures or precautions to ensure that their pet is continuously free of contagious, infectious, parasites or otherwise communicable diseases. The Client further agrees to notify Wag-tails immediately of any infectious and/or contagious disease or conditions their pet has been exposed to or is affected by.
14. The Client consents to their pet being photographed, videotaped, and/or used in any media or advertising by Wag-tails without prior approval. All such media remain the property of Wag-tails.
15. Wag-tails will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
16. If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean-up time.
17. In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, Wag-tails will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

I the client hereby agree to the above

Signature

Date

Print name