

Wagtails 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 walk/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 walks 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 for the walk in full.
5. In order to be legally compliant with the Control of Dogs Order of 1992, you the Client are required by law to ensure that your name and address are attached to your dogs collar when it is in a public place, even when under the supervision of Wagtails staff. Wagtail's are only permitted to walk dogs that are compliant with this law and have a tag clearly showing owners information.
6. The Client agrees that, in admitting their pet, Wagtails 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.
7. All pets will be subject to an initial assessment by Wagtails staff prior to using Wagtails Services. Wagtails reserves the right to refuse any pet deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
8. The Client agrees to notify Wagtails of any unwelcome, aggressive, procreative, or dangerous behaviour of their pet that has potential to cause harm to any individual or another dog, should injury occur, the client agrees to pay the vet bill for the injured dog.
9. Wagtails offer walks where dogs co-mingle in groups and the Client accepts that during the course of 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 owners are responsible for covering the vet fee should their dog get injured.
10. Wagtails will only let dogs off the lead once the Wagtails staff and the dog are comfortable and confident with each other, and will remain at the discretion of Wagtails staff.
11. The Client is solely responsible for any and all harm or damage caused by their pet whilst it is under the care of Wagtails.
12. The Client is responsible for the full cost of treatment of any injuries or illness that their pet receives while under the care of Wagtails, together with any associated costs e.g. call-out charges. The Client authorises the staff of Wagtails 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 Wagtails 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
13. 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 Wagtails is not responsible for any lost or stolen items, or damages to the property that may occur in such circumstances.
14. 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 Wagtails from any responsibility concerning unsupervised overnight incidents, including pet illness, death, fire, unauthorised access, or any other incident.
15. Female pets will be cared for while in season or pregnant. However, Wagtails needs to be made aware of the situation and Wagtails refuses to accept any liability should the bitch become pregnant or anything untoward occur during the pregnancy to that of the bitch or to any of the unborn puppies.
16. 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 Wagtails immediately of any infectious and/or contagious disease or conditions their pet has been exposed to or is affected by.
17. The Client consents to their pet being photographed, videotaped, and/or used in any media or advertising by Wagtails without prior approval. All such media remain the property of Wagtails.

I the client hereby agree to the above

Signature

Date

Print name