



Keys & Access to your property / Security

1. The Client [Pet's Owner] must either ensure that access is given to Dexter's Dog Services by means of a key to the property where the pet is kept, or arrange for someone else to be available to allow access.
2. Dexter's Dog Services will use the key to collect and return your pet. The key will be used for no other purpose and stored in a safe, unless other arrangements are made.
3. The key(s) will be returned to the Client on request, by phone, text, email or letter.
4. If you [the Client] leave a key to your property at your premises, Dexter's Dog Services cannot be held liable should the key be stolen or used in an unauthorised way.
5. If your house is alarmed, this will be re-activated when we leave the property, unless we have been notified otherwise. If an alarm is switched off on our arrival, we will leave the alarm switched off when we leave the premises.
6. If we are unable to gain access to your property for any reason, for example if a key doesn't work, we will contact you immediately. You may still be charged if this is no fault of our own.
7. It is the Client's responsibility to make sure all windows and doors lock adequately. Dexter's Dog Services cannot take any responsibility should an unauthorised person or persons gain entry to the property at any time. This includes all services.

Dog Walking, Group Walks & Solo Walks

8. Our public liability insurance allows us to walk an unlimited number of dogs, however the total number of dogs walked will not exceed six. Larger groups are taken, but always with two dog walkers present. (this does not apply to the fenced play paddock)
9. Dexter's Dog Services will only let dogs off lead if permission is given by the Client. Most of the walks are in rural areas, which can include dense woodland; the Client should feel that their dog's recall is adequate before giving their permission for their dog to go off lead with us.
10. Dogs will be let off lead at our discretion. If we feel that a dog is not suitable to go off lead for any reason, then for the safety of the dog, and others in the group, they may be kept on lead during the walk. In some cases we may let dogs off lead in certain areas: for example we may let a dog off lead in a vast open space or fenced field, but keep them on lead in dense woodland areas or near livestock.
11. Average Group walking times are 50 minutes. Solo walks are 60 minutes (short solo walks are 30 minutes)
12. The Client must notify Dexter's Dog Services if there are any issues with their pet whilst in transit, such as sickness or excessive barking or growling.
13. Travel time will vary depending on the collection rotation & walking destination. We try to lower travel time and group dogs that are situated reasonably close to each other in order to avoid long periods of travel. Solo walks will normally be taken locally, without travel.
14. Dexter's Dog Services will advise the Client of any issues with the dog whilst in our care - such as aggression towards other animals or persons. This may result in the dog being removed from any future group walks. In serious cases we will completely refuse to walk the dog.
15. Whilst we make every effort to pick up your pet at the allocated time; the time slots given are to be used as a guide only, as pick-up and drop off times may vary. We do try our best to work within a two to three hour time slot. We cannot always **guarantee** a fixed time, so please allow a reasonable time-slot for collection.
16. If, for circumstances out of our control, we are unable to make a booking, you will be notified as soon as possible. Note we will never fail to attend your property if you have made a booking, without contacting you and explaining why. This applies to all services.

Injuries & Emergencies

17. In the case of an emergency, Dexter's Dog Services has the authority to seek emergency veterinary care with release from all liabilities, treatment and expense, including travel.
18. In the event of an emergency, the Client will be contacted on the numbers provided. Should the Client not be reached, Dexter's Dog Services has the authority to approve medical or emergency treatment as recommended by the veterinarian.
19. If for any reason your allocated veterinarian is unavailable, Dexter's Dog Services has the authority to engage the services of an alternative veterinarian if the matter is deemed serious enough.
20. The Client agrees to reimburse Dexter's Dog Services for expenses & costs incurred in such an emergency.
21. It is the Client's responsibility to keep us informed with any changes such as telephone numbers, emails, or their dog's veterinarian details.
22. Dexter's Dog Services will not be held responsible or liable should your dog(s) attack and cause injury to another animal or person(s). If you have any concerns about your dog's aggression and you do not hold your own insurance, you must bring this to our attention. Most insurance policies will cover public liability.
23. Dexter's Dog Services will not be held responsible or liable in the event of a lost or runaway dog; in such an event, every effort will be made to locate the missing dog. This will include contacting all the relevant local authorities such as the dog warden, local council, police incidents & kennels; as well as making general enquiries and organising a search party. The Client will be contacted urgently in the event of a missing or escaped dog.
24. The Client must provide Dexter's Dog Services with the name & contact details of someone authorised in making a decision in the event of an emergency situation.
25. Whilst we will make every effort to ensure your pet is well looked after in your absence, Dexter's Dog Services cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
26. Please note that we cannot accept [adult] dogs that have not been **neutered** into the group walks. Female dogs that have not been spayed can join the walks, however Dexter's Dog Services cannot take responsibility should a Client's pet fall pregnant. We would strongly suggest that females in season are kept away from group walks or kept on-lead. If we accept a male puppy into the group and you **do not** intend to get him neutered when he reaches the appropriate age, it is very important that you notify us of this when first booking.

Weather & Cleaning

27. In the case of bad weather scenarios, such as a storm or heavy snow, we may cancel your dog's walking session at no charge to the Client.
28. In extreme heat conditions, if we feel the heat is unsuitable for your dog we may suggest rescheduling the walk to a different time of day or shorten the walk times.
29. If you feel certain weather is unsuitable for your dog, it is the Client's responsibility to advise Dexter's Dog Services of this.
30. The walks take place in rural areas and it is likely that your dog(s) will get dirty. If you have concerns about your dog(s) getting wet & dirty, then the group walks may not be suitable. Please do not request a pavement walk as this cannot be offered as a group walk. However, we may be able to offer the latter as a solo walk.
31. Towels & cleaning equipment is stored in our vehicle and we will always make every effort to clean & dry your dog(s) before they are delivered back home. Please note that we do not have the facilities or time to fully shower dogs before drop-off.
32. Where possible, please leave your own towels for us to use, preferably at the entrance to the property.

Contract & Payment

33. The Client agrees, where possible, to give 12 hours notice that Dexter's Dog Services are not required.
34. This form does not bind the Client to a long term contract, services can be booked as and when required.
35. This form does not bind Dexter's Dog Services to a long term contract, we reserve the right to cancel our services with the Client at any time.
36. If you have set days booked every week, these days will always be allocated to your pet(s).
37. If you book our services on an ad-hoc basis, we cannot guarantee availability for a specific day (or time). Though we will always try to fit your dog into our schedule at short notice, we would advise pre-booking dates to avoid disappointment.
38. Our services will be cancelled for the following reasons: non-payment of invoices / unsuitable behaviour from the dog(s) [such as aggression or constantly pestering other dogs] / If we do not cover your area.
39. We will not tolerate any rude or abusive behaviour from the Client, or persons associated with the Client. In such circumstances we reserve the right to cancel all services with the Client, with immediate effect.
40. The Client agrees to pay all invoices within 14 days, unless we have agreed otherwise. Legal proceedings will be taken against any non-payers and we will seek to recover any costs incurred in taking the said action.

Dog Walking: Holiday, Pet Sitting & Fees

41. At least 6 weeks notice will be given to the Client regarding our holiday or unavailable working dates.
42. If an illness, injury or any emergency situation prevents any walk/visit from being undertaken, the Client will be notified as soon as possible by text message or by phone.
43. Please use our Pet Care Form for booking all pet sits. Form on website [link on contact page].
44. Pet sitting is undertaken at the Client's property; please note that it essential you do not book the pet sitting service if your dog(s) is unable to be left for a minimum of 4 hours. We always aim to return to a pet sit within 4 hours where possible.
45. For longer periods of pet sitting (2 + Weeks) we only recommend pet sitting for dog(s) that can be left for up to 5 hours on their own.
46. It is important that you update us on your leaving and return times, so that we know when to attend/vacate the property.
47. Dogs in our care are generally allocated a space in one of our daily group walks, during the week days. However if this is not suitable, a solo walk will be given. Group walks are not always available during the weekend, in which case solo walks will be taken.

Fees for 2018/2019: [Fees are not fixed - clients will be given 6 week's notification if a fee for a service changes]

48. Group Walks (**mon-fri**) @ **£10.00** (additional dogs from the same household **£8.00**) *Maximum of 3 dogs per household.*
49. Solo Walks @ **£15.00 (60 mins)** / Short Solo Walks (**for older dogs/puppies**) @ **£10.00 (30 mins)**
50. Walk & Feed @ **£10.00 (30 mins - includes 20 min walk - £11.00 for after 5pm)**
51. Puppy & home visits (**30 mins**) @ **£10.00 (£11.00 for visits after 5pm)** x2 per day **£16.00 (20 mins each)**
52. Cats & small animals @ **£7.00 per visit** / Sat @ **£8.00** / Sunday @ **£9.00**
53. Saturday: Group walks @ **£12.00** Puppy & home visits (30 mins) @ **£10.00 (£11.00 for visits after 5pm)**
54. Sunday: All walks @ **£15.00** Puppy & home visits (30 mins) @ **£12.00**

- 55. Pet Sitting (can include overnight stay at you property) - prices may vary depending on location/requirements etc. Please contact us for prices.
- 56. Stated fees *do not* include **Bank Holidays, New Years Day & Christmas**. Additional fees will apply so please check to confirm this when booking these days.

Pet Taxi Service

- 57. Bookings can be made via email or text. We will not confirm a booking without full names & addresses.
- 58. In most cases, a 50% deposit is required to pre-book the Pet Taxi Service. Full payment should be made on, or preferably, before the collection day. Cancellations must be made at least 12 hrs prior to the agreed pickup day.
- 59. Clients must notify the veterinary surgery (or any destination) that Dexter’s Dog Services will be attending the appointment or delivering their pet on their behalf.
- 60. Dexter’s Dog Services holds a “pet’s in transit” insurance & is insured to carry pets only. We are **not** insured to carry the pet’s owners.

Client’s Full Name:

Full Address:

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Pet(s) Names:

Vets:

* Preferred walking times: (if required)

* Please confirm a 2/3 hour pickup slot (example 10-30-13.30)

I confirm I have read the 60 points outlined in the Dexter’s Dog Services [2018-2019] Terms & Conditions & I am the registered owner of the above named pet(s).

Signature:

Date:

Main Contact Number:

Email: