

Booking Terms and Conditions

General

1. Happy Pet Care (HPC) endeavours to provide quality services; every measure will be taken to ensure the health, safety and well-being of pets in our care.
2. HPC is fully insured through Cliverton with Public Liability, Care Custody & Control, Loss of Keys and Pet Taxi insurance. Wherever possible pets should be insured by the client. HPC reserves the right to refuse a booking for any animal which is not insured.
3. HPC will not confirm any booking until a consultation has been carried out with the client and their pet(s) prior to dog/cat/pet visits and walks, and the contract, with full details of client requirements, has been signed by the client.
4. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice via cash, cheque or bank transfer. If payment is not made within this time 2.5% of the total bill will be added for each day that payment is overdue.
5. The client gives consent for HPC to obtain medical treatment for their pet if deemed necessary. HPC will make every effort to contact the client (or a named emergency contact) in the event of an emergency. However, we reserve the right to make decisions regarding their pet's health, acting in the best interest of the pet and on the advice of a veterinary surgeon – either their own, or another surgery dependant on the situation. The client is responsible for any veterinary bills and/or special dietary needs, whilst pets are in the care of HPC.
6. The client agrees to provide HPC with accurate and detailed information about their pet/dog(s). In particular, but not limited to, health matters, anti-social behaviour, aggression, separation anxiety, destructive behaviour, excessive pulling on the lead, propensity to run away on walks or from the home/garden, incontinence, phobias or fears, excessive loud barking or whining, etc.
7. It is the responsibility of the client to inform HPC prior to the start of any service if their pet has (or if they suspect their pet to have) any form of contagious illness or condition that could affect another pet, including skin conditions, vomiting, diarrhoea, infections or parasites.
8. It is the responsibility of the client to inform HPC of their pet's food, feeding regime or allergies.
9. HPC accepts no responsibility for security of the premises of the client (for Home Visits/walks) or loss if other individuals have access to a client's home, or if the home is not properly secured. HPC will re-secure the home to the best of its ability at the end of each visit. HPC is not liable for any loss or damage in the event a burglary or other crimes that should occur while under this contract.
10. The client expressly relinquishes any and all claims, except those arising from negligence, and agrees to discuss any concerns with HPC within 24 hours.

Dogs

11. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised, chargeable to the client.
12. HPC reserves the right to cancel the contract at any time and with immediate effect if we feel a dog is unsuitable for walking, if the dog does not respond well to the walker and/or other dogs. This includes dogs that are overly boisterous, destructive, incontinent or known to urinate indoors to mark their territory and dogs over 7 months old that are not spayed/neutered showing increased behaviour problems.
13. The client must present their dog(s) with up-to-date vaccinations including kennel cough (evidence of vaccinations must be provided by the owner) and be on a regular flea and worm control regime.
14. The client agrees to give at least 24 hours notice if cancelling any one-off or regular weekly/monthly service for their pet(s). Failure to do so will result in a charge of 50% of the service daily rate.
15. All dogs must wear a correctly-fitting collar or harness with an identification tag on at all times whilst on any service provided by HPC (displaying the owner's name, address and telephone number) and be microchipped (the microchip number must be provided to HPC) in order that they comply with The Control of Dogs Order (1992) and The Microchipping of Dogs Regulations (2014).
16. A bitch will not be accepted if it is in/due to be in season around the time of any service.
17. All dogs will be exercised on a lead unless prior agreement has been reached with HPC and written consent has been provided.
18. The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (ie, heat, thunder storms) for the safety of both the dogs and the walker.
19. The client agrees that if their dog attacks, or is involved in a fight with another dog and/or person or animal causing injury to that dog/person/animal they will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary/medical fees in respect of injuries to another animal or human caused by their dog.
20. All dog walks are done in groups of up to six dogs based upon the carers/handlers assessment of each dog. Exceptions to this will be where the owner has informed HPC that their dog has any medical or health reason as to exercise limitations.
21. The client is responsible for dog-proofing their house, garden, and security fences/gates/latches. HPC will not be responsible for the safety of any dogs and will also not be liable for the death, injury, disappearance, or legal consequences of any dog with unsupervised access to the client's garden/outdoors.

Cats

22. HPC will not be held responsible for the loss of a cat in their care if the cat is to have access to a cat flap. In the event of the cat going missing HPC will continue with agreed visits, notify the vet, ID chip, insurance and local police.

By confirming a booking the client is in agreement with these Terms & Conditions, and permits HPC to accept all future telephone/online/postal/email/verbal reservations and provide services without additional signed legal considerations or agreements.

Full name (CAPITALS): Signed: Date: