

**Terms & Conditions**

*Last update: 4th March 2019*

All work done by Mind Your Pawz is subject to our standard terms and conditions, as outlined below. These are the terms on which Mind Your Pawz, hereinafter referred to as “Mind Your Pawz”, or “We”, is prepared to provide services to you, hereinafter called the “Client” or “You”.

**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.**

Completion and signature of the Client Agreement Form will be deemed acceptance of the following terms and conditions.

Mind Your Pawz reserves the right to modify these Terms and Conditions at any time, effective upon issuing a copy of the modified Terms and Conditions to the client.

The headings in these Terms and Conditions are for your convenience only and shall not affect interpretation.

**1.0 Services**

1.1 Subject to these terms and conditions, Mind Your Pawz will provide to you Pet Sitting Services as set out in the Agreement Form. The Agreement Form will be signed by the Client before the commencement of any services.

1.2 The Dog Walking service provided by Mind Your Pawz will consist of a 1 hour walk which will be charged as set out in the Services & Prices page of the Mind Your Pawz website. If Mind Your Pawz needs to transport your dog(s) to the venue of the walk and/or needs to dry off your dog(s) after the walk, then these services will be provided free of charge in addition to the 1 hour walk.

1.3 Mind Your Pawz will not exercise dogs off the lead unless the Client has given permission on the signed Agreement form.

1.4 Mind Your Pawz will only board or walk females who are in season if we can adapt our services to meet the specific needs required.

1.5 Mind Your Pawz does not board or walk aggressive dogs.

1.6 Mind Your Pawz will only board uncastrated males over nine months following a successful assessment and trial board.

1.7 For the duration of any Dog Walking/Dog Boarding services provided by Mind Your Pawz, we will attach a disc to the collar of the dog(s) which will contain relevant contact details for Mind Your Pawz.

1.8 Mind Your Pawz will not be held responsible for the loss of any cats that have access to a cat flap. In the event of a cat going missing, Mind Your Pawz will continue with agreed visits and will notify the vet, ID Chip, insurance and local police.

1.9 When using the Dog Boarding service, the Client will provide all food, medication and other requirements for their pets stay. Any additional items that have to be purchased will be paid for by the Client at the end of the stay.

1.10 Mind Your Pawz will not be able to offer Dog Visiting services where the dog will be left unattended overnight.

1.11 Whilst providing Pet Sitting Services, Mind Your Pawz will only leave pets unattended for short periods, as agreed with the Client on the Agreement Form or in an emergency.

1.12 Delivery and collection of any Pet(s) using Mind Your Pawz Boarding Services is strictly by appointment only.

**2.0 Service Charges and Payments**

2.1 All charges for Services provided to the Client shall be in accordance with those set out in the Services & Prices page of the Mind Your Pawz website.

2.2 For regular Dog Walking services, the Client will pay for the service in advance, with either the first walk of the week or month.

2.3 For irregular Dog Walking services, the Client will pay a 50% non-refundable deposit on booking, with remainder being paid by the Client at the start of the first walk.

2.4 For Cat Visiting services, the Client will pay a 50% non-refundable deposit on booking. The Client will pay the balance outstanding on commencement of service.

2.5 For Dog Boarding services, the Client will pay a 50% non-refundable deposit on booking. The Client will pay the balance outstanding on commencement of service.

2.6 For Dog Boarding services charges are applied for every 24 hour period. (For example, a dog dropped off at 9am on day 1 and picked up by 9am on day 2 will incur one 24 hour charge. A dog dropped off at 9am on day 1 and picked up at 16:00 on day 2 will incur two 24 hour charges).

2.7 Any services provided on Bank Holidays, Christmas Day, Boxing Day, New Years Day and Easter Sunday will be charged at double rate.

2.8 Mind Your Pawz reserves the right to modify Service charges at any time.

2.9 At this time, Mind Your Pawz accepts payment by cash, cheque or electronic bank transfer.

2.10 Any Dog Walks/Cat Visits cancelled by the Client with less than 24 hours notice will be charged at full rate.

2.11 Mind Your Pawz aims to walk dogs in a small group. If your dog requires to be walked individually this will incur a surcharge of £5 per walk.

2.12 Weekend walking (when available) will incur a £5 surcharge per walk.

2.13 For boarding services provided by Mind Your Pawz, puppies up to the age of one year will incur a surcharge of £5 per charging period per puppy.

**3.0 Pet Welfare**

3.1 If whilst providing Pet Services, it becomes necessary for the Pet(s) to be taken to visit a vet, Mind Your Pawz will endeavour to contact the Client or an alternative contact number provided by the Client on the Agreement Form.

3.2 Mind Your Pawz will endeavour to transport your Pet to the Veterinary Practise recorded on the Agreement Form. In an emergency Mind Your Pawz will transport your Pet(s) to the nearest Veterinary Practise.

3.3 For the duration of services provided by Mind Your Pawz, the Client gives Mind Your Pawz permission to transport their Pet(s) to the Veterinary Practise recorded on the Agreement Form or in case of emergencies the nearest Veterinary Practise.

3.4 For the duration of services provided by Mind Your Pawz, the Client authorises the Veterinary Practise recorded on the form, or in case of emergency the nearest Veterinary Practise, to treat their Pet(s).

3.5 The Client will be responsible for the payment of any fees incurred following a visit to a Veterinary Practise and will make full payment on their return.

3.6 Mind Your Pawz assumes no responsibility for the loss of the pet(s) and is released from all liability related to treatment and expense.

3.7 In the event of a flea or worm infestation Mind Your Pawz will treat the pet(s) at the Clients expense.

3.8 In the event of surgery or euthanasia Mind Your Pawz will accept the advice of the veterinary surgeon. Mind Your Pawz will notify the Client as per the Clients preference recorded on the Agreement Form.

3.9 Where the Client requires medication to be administered to pet(s) in the care of Mind Your Pawz, We require a Medication Permission form to be completed by the Client authorising this.

**4.0 Pet Behaviour**

4.1 Mind Your Pawz cannot accept bookings for badly behaved or aggressive animals. Mind Your Pawz may terminate an agreement if it is a reasonable thought that a pet is badly behaved or aggressive towards humans, animals or property.

4.2 Should the Client’s dog show aggressive tendencies towards any members of Mind Your Pawz or other animals or their behaviour becomes uncontrollable, your dog will be placed in a boarding kennel until your return. Kennel fees that are incurred during this time will be the responsibility of the Client.

4.3 For Dog Boarding Services, Mind Your Pawz requires that a short-term trial board is undertaken to ensure that the Client’s dog(s) settles in and feels at home. Mind Your Pawz will only agree to longer term boards on completion of a successful trial board.

**5.0 Client Responsibilities**

5.1 The Client undertakes to make full disclosure to Mind Your Pawz of any characteristic, behaviour or health problems that may make their pet(s) unsuitable for Mind Your Pawz services. (For example; excessive loud barking, aggression towards other dogs or children)

5.2 The Client confirms that they are the owner of the pet(s) named on the Agreement Form, and that they authorise Mind Your Pawz to act as guardians during their absence and to take any action which Mind Your Pawz considers suitable in order to protect and keep in good health the pet(s) named on the Agreement Form.

5.3 The Client will be responsible for any costs which might be incurred, either Veterinary or other as a result of any sickness, accident or damage caused to or by the pet(s) named on the Agreement Form –

except third party liability. The Client will pay any such costs or expenses on demand. The Client understands that no liability will attach to Mind Your Pawz.

5.4 The Client must inform Mind Your Pawz immediately if their Pet(s) become ill with a contagious condition. Until the Pet(s) have been declared in good health by the Clients Vet and evidence has been provided, the Pet(s) must remain away from other animals and, therefore, alternative arrangements may be necessary on a temporary basis.

5.5 The Client must ensure all animals using Mind Your Pawz Boarding Services have effective and up to date vaccinations. Proof of these vaccinations will be required at the start of the stay.

5.6 The Client will be responsible for informing Mind Your Pawz of any changes to details recorded on the Agreement Form.