

## The Pet People

### Dog Sitting Terms and Conditions

All bookings are subject to these Terms and Conditions. Variation to the Terms and Conditions may be made from time to time and if you agree to use any of our services you agree to our terms and conditions.

#### **Dog Sitting Bookings**

Our charges are set out on our price list leaflet. You will be deemed to have accepted the charges of The Pet People upon confirmation of your booking.

Your Dog Sitting booking will not be confirmed until The Pet People have received a booking form with the deposit as confirmation.

On occasions The Pet People at its sole discretion may proceed with a booking without advance payment of its charges. If the charges are not paid within seven days of the invoice The Pet People reserves the right to charge an administration fee of 25% each and every week the account is unpaid.

At particularly busy times of the year such as Christmas, New Year and Bank Holidays a supplement is payable.

Charges are per 24 hour period or part thereof that a dog is resident. For example a one week booking from Saturday 10am to the following Saturday 5pm will count as an 8 day stay.

If a deposit is not sent with your booking form we are not able to guarantee you a place.

#### **Cancellations**

Your deposit is not refundable if your booking is cancelled within 4 weeks of your booking.

#### **Your Pet**

We cannot accept bookings for entire males over 9 months of age as this is very disruptive within groups of dogs and can lead to instances of aggression. It is strongly recommended that female dogs are spayed following their first season, or before if your vet agrees. Entire females can also be very disruptive to groups of dogs and can lead to instances of aggression. We do not accept female dogs that are in season, due to the risks involved to the female dog and other dogs in group situations.

We cannot accept bookings for badly behaved or aggressive animals. The Pet People may terminate an engagement immediately if it is reasonably thought that a Pet is badly behaved or aggressive either towards humans, animals or property. You will be liable if your pet injures a third party, any property or any other dog.

You must ensure that your Pet is in good health and free from fleas and is adequately wormed. If The Pet People believes that your Pet is not in good health we reserve the right to seek veterinary advice on your behalf and you will be liable for the veterinary fees.

If it becomes necessary, your animal will be taken to a veterinary surgeon. You are responsible for any fees that are reasonably incurred during your absence or during the course of an assignment.

By making a booking with The Pet People you are deemed to consider your dog to be in good health. Dogs with injuries are very difficult to have in dog groups and may not be accepted. Each situation will be considered on its own merits.

Proof of vaccinations is required. Kennel cough vaccination is strongly advised.

Please note **The Control Of Dogs Order 1992** mandates that any dog in a public place must wear a collar with the name and address including post code of the owner engraved or written on it or engraved on a tag, whether the dog is chipped or not.

It is the owners responsibility to ensure that [www.petlog.co.uk](http://www.petlog.co.uk) hold their correct details as in the unlikely event that your dog is lost we would be unable to collect or retrieve if the details that we hold on file are not the same as those held by petlog.

Owner undertakes to make full disclosure of any quality or characteristic which might make your dog not suitable for home boarding including behavioural or health problems, anti-social behaviour including aggression, incontinence/lack of house training or excessive loud barking/whining. Failure on the part of the owner to disclose any matter which might render owner's dog unsuitable for home boarding will be deemed a material omission amounting to a fundamental breach of our agreement.

All efforts will be made to contact the owner in the event of an emergency. We recommend owners provide us with a contact number of a trusted 3<sup>rd</sup> party should we be unable to make contact. However, we reserve the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary

surgeon. Owner is responsible for payment of any veterinary fees incurred by us.

Owner accepts full liability for any loss or damage cause by the dog whilst in the care of The Pet People. Owner is financially responsible for any loss or damage to property.