

# Board with Walking Terms and Conditions of Service

July 2018

Board with Walking is fully insured with Pet Business Insurance. This includes public liability insurance in the event of third party injury or damage to property.

## 1. Bookings

- 1.1. No dogs registered under the Dangerous Dogs Act 1991 and no hybrids registered under the Dangerous Wild Animal Act 1976 can be boarded.
- 1.2. Board with Walking will only accept one intact male for home boarding or day care at a time and will not accept a bitch in season or known to begin her season during boarding.
- 1.3. In the interest of the dog, Board with Walking will not accept a dog walking booking where it is apparent that the dog is otherwise being left whilst the Owner is away for an extended period (i.e. a holiday).
- 1.4. Bookings for overnight boarding are secured by a 50% deposit, along with completed forms and a successful 'meet and greet'.

## 2. Home Boarding / Day Care

- 2.1. The Owner undertakes the following:
  - 2.1.1. That their dog has been inoculated against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis and Parvovirus and such inoculations remain effective for the period the dog is with us. (A current vaccination certificate must be brought at the time of familiarisation visit otherwise we cannot accept your dog.)
  - 2.1.2. Flea and worming treatment is up-to-date. In the event of a flea or worm infestation, Board with Walking will treat the pet at the Owner's expense.
  - 2.1.3. To declare any history of veterinary or behaviour problems that could reoccur while boarding and to draw attention to any potential problems their dogs might have.
  - 2.1.4. That Board with Walking may engage the services of a veterinary surgeon of its choice and authorise such veterinary surgeon to carry out such treatment as may be required to treat the Owner's dog. (Every reasonable attempt will be made to contact the Owner or Emergency Contact prior to such treatment). All such costs will be recoverable from the Owner.
    - 2.1.4.1. Signed acceptance of 2.1.1 to 2.1.4 is required on the booking form.
  - 2.1.5. The Owner shall provide sufficient food, bedding, and any treats for their dog for the duration of the boarding.
  - 2.1.6. If items need to be purchased to enable Board with Walking to properly perform its duties as insufficient quantities were left by the Owner, or it is considered necessary in the interests of the health and wellbeing of the dog, the Owner shall reimburse Board with Walking upon production of a receipt for the items.
  - 2.1.7. That the Owner will collect their dog promptly at the end of the agreed boarding period. In the unlikely event of failure by the Owner to collect their dog from Board with Walking on the due date, unless an extension is mutually agreed, we reserve the right to re-home the Owner's dog by any reasonable means.
- 2.2. Board with Walking undertake the following:
  - 2.2.1. To take care of the Owner's dog during the period of its boarding on our premises in accordance with the Owner's requirements.
  - 2.2.2. Board with Walking is insured in accordance with the terms of its insurance policy. It will not accept any liability for injury to, loss or death of the Owner's dog.

- 2.2.3. To make immediate contact with the Owner or Owner's designated contact, in the event of any problems associated with the dog's stay with us.
- 2.2.4. Dogs will only be walked on leads unless an off-lead permission is granted by the Owner.
- 2.2.5. Board with Walking shall provide a collar with Board with Walking contact information in addition to the dog's own tag.

### **3. Dog Walking**

- 3.1. The Owner undertakes the following:
  - 3.1.1. The Owner shall provide secure collars with name/address tags and leads.
  - 3.1.2. The Owners shall indemnify Board with Walking from any/all liability if an unvaccinated dog contracts any canine disease whatsoever and howsoever contracted.
  - 3.1.3. That Board with Walking may engage the services of a veterinary surgeon of its choice and authorise such veterinary surgeon to carry out such treatment as may be required to treat the Owner's dog(s). All such costs will be recoverable from the Owner.
  - 3.1.4. That the Owner will indemnify Board with Walking against all costs, claims and damages arising (directly or indirectly) from any act by the Owner's dog whilst in our care, including damage to carpets and furnishings, by defecation or chewing.
- 3.2. Board with Walking undertake the following:
  - 3.2.1. To take reasonable care of the Owner's dog(s) during the period of the walk.
  - 3.2.2. Board with Walking is insured in accordance with the terms of its insurance policy. It will not accept any liability for injury to, loss or death of the Owner's dog.
  - 3.2.3. To make immediate contact with the Owner or the Owner's designated contact, in the event of an emergency associated with the dog(s) walk.
  - 3.2.4. To administer first aid in the event of an emergency in the best interests of the dog. We will always seek veterinary advice following such an event.
  - 3.2.5. In the event of extreme weather which may have an adverse effect on your pet e.g. heat or thunder storms, Board with Walking, at its sole discretion, shall take whatever action it considers necessary, including not carrying our scheduled exercise until it is, in its opinion, safe to do so.
  - 3.2.6. Dogs will only be walked on leads unless an off-lead permission is granted from the Owner

### **4. Aggressive or Unsociable Animals**

- 4.1. Board with Walking cannot accept aggressive or unsociable dogs for Home Boarding or Day Care.
- 4.2. The Owner will indemnify Board with Walking against any damage or injury caused by the pet towards any property, person or other animal. This will include, but is not limited to veterinary, medical and legal fees.
- 4.3. In the event of a dog's behaviour exceeding what would be considered normal or acceptable towards people or other animals, Board with Walking shall, in its sole discretion, take whatever action it considers necessary in the best interest of the animal and other animals or people which may be encountered. This may include refusal to walk a dog or in extreme circumstances termination of the contract.
- 4.4. If the Owner's dog, whilst being boarded or walked, shows aggressive tendencies towards Board with Walking or family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, including incessant barking, the Owner agrees that the dog be placed either with the emergency contact or in a boarding kennel until the Owner returns, and this will be subject to a transfer charge and any additional fees.

- 4.5. The Owner agrees that on booking services for their dog, they have represented that the dog has not shown aggression or caused harm, or threatening behaviour to any individual and/or any animal. The Owner agrees to contact Board with Walking as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or animal.
- 4.6. Board with Walking will not be liable for any refund of fees paid, where the behaviour is not specified within the relevant section of the booking form.

## **5. Security of Keys**

- 5.1. Where it is necessary for Board with Walking to hold keys to a property, the client shall provide one of each key needed.
- 5.2. Keys will be kept securely and away from any personal information so that it cannot be linked to the client's property. Privacy of information will be respected at all times.
- 5.3. Keys will be returned on request or upon completion of the services.

## **6. Health and Medication**

- 6.1. It shall be the Owner's sole responsibility to ensure Board with Walking is fully aware of any health issues the pet is experiencing or has suffered in the past. Board with Walking cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed by the Owner.
- 6.2. No booking can be secured without a completed booking form.
- 6.3. Board with Walking shall follow instruction given within the booking form and, if applicable, medication form but cannot be held liable for any complications which may arise.
- 6.4. The Owner should ensure that all pets boarded with Board with Walking are in good health with no contagious conditions.
- 6.5. Under no circumstances will Board with Walking board any pet that has any form of active contagious disease.
- 6.6. In the event of a pet having a contagious disease which has not been disclosed, the Owner may be liable for the costs of treatment given to other animals which become infected.
- 6.7. Board with Walking requires a valid vaccination certificate. This ensures the health of our own, current and future pet visitors.
- 6.8. Vaccinations must be completed at least four weeks prior to the first date of boarding.
- 6.9. If Board with Walking or a member of their family is bitten or exposed to any disease or ailment received from the Owner's pet which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

## **7. Board with Walking Duty of Care**

- 7.1. Any change in a dog's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Dogs have no concept or ability to understand their owner's absence is temporary and they will be coming back. Board with Walking understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain their normal daily routines.

## **8. Charges and Payment**

- 8.1. Deposit: A deposit of 50% of the total cost is payable to Board with Walking in order to secure the booking for overnight boarding. This is refundable up to two months in advance.
- 8.2. The remaining balance is due a week before the dog is dropped off at the start of the booking.
- 8.3. In the event that the client is delayed on return, additional fees for continued care will be charged at the standard rate.
- 8.4. Dog boarding fees are charged for each calendar day. Drop off and collection times are to be agreed between Board with Walking and the Owner.
- 8.5. A returned cheque fee of £15 will be charged.

## **9. Change of Details**

- 9.1. Please inform Board with Walking of any changes regarding your contact numbers, your pet care needs, your emergency contact details and any other relevant information.
- 9.2. It shall be the client's sole responsibility to ensure the information provided to Board with Walking is current and up-to-date. The client agrees to accept any decision made by Board with Walking in the event of not being able to contact the client because of wrong information held. If Board with Walking is subjected to any expenditure because of the decision, that expenditure shall be recoverable from the client.
- 9.3. Please inform Board with Walking of any errors made on the Booking Form so these can be amended or please request a new form.

## **10. Cancellations**

- 10.1. To cancel a scheduled dog walk without being charged, please inform us by 6pm the previous day. Cancellations later than that will still be charged in full.
- 10.2. If you cancel a boarding booking up to two months in advance, then your full deposit will be returned.
- 10.3. If you change the dates of a booking within the two months prior to the original start date, then the new dates will be taken as a new request and the deposit for the cancelled days not returned.
- 10.4. If you shorten your dog's scheduled stay with us by returning early, then you forfeit the full payment already made.

## ***End Of Terms and Conditions***

**These conditions should be read in conjunction with our privacy policy  
<[www.boardwithwalking.co.uk/privacypolicy.php](http://www.boardwithwalking.co.uk/privacypolicy.php)>**