



## Caring Fur Pets Terms and Conditions



1.1. An initial introductory visit and assessment will take place with all dogs/pets prior to using CFP services. CFP reserves the right to refuse to provide services for any dog/pet where it is deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.

1.2. The Client agrees that on booking services for their dog(s)/pet(s), CFP has relied on the Client's representation that their dog(s)/pet(s) is in good health and has not harmed or shown aggressive or threatening behaviour to any individual and or any other dog or pet, and the Client agrees to notify CFP immediately of any unwelcome, aggressive, or dangerous behaviour of their dog/pet that has the potential to cause harm to any other individual or dog/pet.

1.3. The Client must inform CFP of any allergies or intolerances that their dog/pets may have.

1.4. CFP will ensure all reasonable care is taken to look after your pet, and whilst we will make every effort to ensure your pet is well looked after in your absence, CFP cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

1.5. CFP will ensure that appropriate insurance is maintained, including Public Liability cover. The insurance only covers CFP, for the duration of the selected service and only for the services agreed.

1.6. The Client is responsible for the full cost of treatment of any injuries or illness that their dog and/or pet receives whilst under the care of CFP, including any other associated costs e.g. call-out charges.

1.7. Pet Insurance is always recommended for peace of mind.

1.8. The Client must provide CFP with the name and contact number of someone who can be contacted in emergencies and who is capable and authorised to make decisions about their pet in the event of an emergency. If the contact is not available, the Client authorises the staff of CFP to seek such veterinary advice and/or treatment and make decisions (on veterinary advice) that is in the best interests of the animal. Where possible this will be carried out by the Client's usual/preferred vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that CFP may use any registered Vet. The Client agrees to pay all such costs immediately on pick-up of their dog, or by agreement with CFP. CFP will always endeavour to contact either the Client or Emergency Contact prior to independently seeking veterinary advice and/or treatment.

1.9. The Client agrees to provide keys or arrange access to dogs and/or pets for the agreed service and appointment; failure to do so will result in the cancellation of that day's service



and will be paid for in full by the Client. CFP will ensure that all keys provided are kept secure and will not be stored identifying address details. The Client should advise on the use of burglar alarms or any other security devices. The Client must ensure that other pets within the house that are not allowed outside (e.g. cats) are kept away from access doors.

1.10. The Client consents to their dog/pet being photographed and videoed, and to photos or videos being used in any media or marketing by CFP.

## 2.0 Bookings

2.1. No bookings will be confirmed until an introductory visit and assessment has been carried out and appropriate consent form(s) has been completed and the Client has signed agreement of the Terms and Conditions.

2.2. The Client must inform CFP of any changes to the information provided on the consent forms, including contact numbers, emergency contact details, pet's care needs and any other pertinent information.

2.3. Bookings can be made by telephone or email and will be confirmed by email (subject to availability).

2.3.1. Monthly – being a continuous booking for a regular service for a regular number of days at set times, bookings must allow enough time before the start of the booking for an initial meeting and forms to be completed.

2.3.2. Ad-hoc – periodic and occasional use of services, bookings must allow enough time before service start date for an initial meeting and forms to be completed.

2.4. CFP will provide a time slot during which walks/visits will occur, this interval may be amended in the event of unforeseen circumstances.

2.5. CFP will provide 2 months' notice of staff holidays greater than 1 week to allow Clients time to make alternative service arrangements.

## 3.0 Payments

3.1. CFP prices are as published on the website and can be provided to the Client on request. Please be aware that our rates are competitive for the services provided and are not negotiable.

3.2. On confirmation of the booking, CFP will start charging for services provided, with services invoiced (via email) as per the type of booking either monthly or ad-hoc.

3.3. CFP accepts payment by bank transfer (bank details provided on invoice).

3.4. Full payment for services is to be made within 7 days of receipt of invoice or by the date specified on the invoice. If the Client fails to make payment to CFP by the due date, then a penalty fee of 10% of the invoice total may be charged for every 7 days the invoice is overdue thereafter.



3.5. CFP reserves the right to suspend all services until payment has been made in full.

3.6. CFP reserves the right to request a non-refundable deposit for services booked.

#### 4.0 Cancellations

4.1. For all services booked, the Client may cancel the service 48 hours prior to the day of the service and the service will not be charged for, or a refund will be provided if already paid for or can be rolled forward to a future booking.

4.2. If the required notice is not given, CFP reserves the right to charge in full for the cancelled services.

4.3. CFP understands that there are unexpected circumstances that cannot be anticipated and interfere with the notice periods set out in these Terms and Conditions. Please contact CFP as soon as possible should such circumstances arise.

4.4. CFP reserves the right to cancel any service on short notice in the event of, but not limited to, illness, accidents, extreme weather (e.g. heavy snow) and other unforeseen circumstances. In such an event, CFP will provide as much notice to the Client as possible and services will not be charged for.

#### Terms and Conditions – Dog Walking

5.1 All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.

5.2. CFP offer services where dogs co-mingle in groups and meet other dogs. The Client accepts that during normal dog play their dog may sustain injuries. All dog play will be carefully monitored to avoid injuries, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.

5.3. CFP is likely to transport your dog(s) to and from suitable dog walking locations (up to approx. 30 mins) by vehicle and therefore your dog(s) should be able to travel in vehicles. CFP will ensure the safe and secure transport of all dogs and will maintain appropriate insurance.

5.4. All dogs will be exercised on a lead unless prior agreement has been provided and an "Off Lead Consent Form" has been signed. Off lead exercise will remain at the discretion of CFP staff.

5.5. All dogs being exercised must be fully vaccinated and on a regular flea and worm control regime and the Client will provide a copy of a valid vaccination certificate.

5.6. The Client accepts that even if their dog has been vaccinated against Kennel Cough that there is still a chance that their dog can contract Kennel Cough. The Client agrees that they will not hold CFP responsible if their dog(s) contracts Kennel Cough while attending services.



5.7. CFP will not provide services to dogs with any form of contagious, infectious or otherwise communicable diseases. The Client agrees to take any necessary precautions or measures to ensure that their dog is continuously free from contagious, infectious or otherwise communicable diseases. The Client further agrees to notify CFP immediately of any contagious, infectious or otherwise communicable disease or conditions that their dog has been exposed to or is affected by. CFP reserves the right to refuse to provide dog walking services until satisfied that the condition is resolved.

5.8. CFP will not provide dog walking services to bitches while in season or pregnant, but Clients may choose to book a Pet Pop-In instead of a dog walk during this time.

5.9. All dogs attending CFP must be microchipped and the Client must provide secure collars and leads, with appropriate tags.

5.10. In the event of a dog going missing, CFP will notify the Client and advise them to come and help with a search, should a dog be missing for longer than 30 minutes.

5.11. CFP will apply their best personal judgement in the event of extreme weather conditions (e.g. hot weather, thunderstorms, snow), or the dog becoming ill, injured, distressed, or refusing to walk, to take necessary action to ensure the safety of both dogs and walker, which may include for example (but not limited to) cutting walks short or providing an alternative Pet Pop-In Visit.

5.12. If CFP arrive to collect a dog and the dog is visibly unwell and/or sick, or refuses the walk (e.g. due to rain), CFP reserves the right to cancel the dog walking services, giving the dog the chance for a toilet break and immediately notifying the Client and will charge for a Standard Pet Pop-In.

5.13. CFP tries to select green and/or woody areas for walks and dogs may get muddy, wet or dirty (including rolling in fox poo etc). CFP will make every effort to drop off a clean dog but cannot guarantee the dog's full cleanliness or that they will be smell-free. Clients are asked to leave towels by access doors for towelling down. Clients will be notified of all poo rolling and extreme muddiness. CFP staff will always remove dirty shoes etc prior to entering homes.

## 6.0 Terms and Conditions – Pet Pop-Ins

6.1. CFP will take necessary steps to ensure your home is safe and secure in your absence, however CFP cannot be held responsible for any burglaries, or accidents/damage caused by your dogs/pets.

6.2. CFP will follow instructions for administering medications as directed but cannot be held responsible for complications that arise as a result.

6.3. The Client must provide all items necessary for your pet/dog to be adequately cared for in the Client's absence. If additional supplies need to be purchased in the Client's absence including, but not limited to, food, cat litter and medication, a receipt will be obtained, and the Client will be responsible for the reimbursement of the cost.

