

# Terms and Conditions



## Walking Paws Around Bordon

### 1. Introduction

Welcome to Walking Paws Around Bordon. By booking our dog walking services, you agree to comply with and be bound by the following terms and conditions. Please read these terms carefully before using our services.

### 2. Services Provided

- Walking Paws Around Bordon offers dog walking services for pet owners, which include solo walks, group walks, or other related services as agreed upon at the time of booking.
- Walks are typically conducted for 50 minutes, unless otherwise agreed upon.
- Our services are available on Mondays, Tuesdays and Thursdays. Walks starting from 9am until finish.

### 3. Booking and Payment

- All bookings must be booked in advance and on a regular basis. Walks can be arranged by contacting me directly.
- Payment must be made in full at the time of booking or as per the agreed-upon payment schedule.
- We accept payment via BACS or cash.
- Cancellations made less than 24 hours before the scheduled walk will incur a 50% cancellation fee.

### 4. Dog Health and Safety

- All dogs must be up-to-date with vaccinations, including rabies, distemper, and parvovirus.
  - Dogs must be free from any contagious illnesses, parasites, or infections.
  - We reserve the right to refuse service to any dog that shows signs of aggressive behaviour, excessive anxiety, or any condition that may endanger the dog, other dogs, or our staff.
  - If your dog requires special care or has specific health issues, you must inform us in writing at the time of booking.
  - If your dog has allergies please make sure the form is completed with full details of the allergies and that the vet details are up to date and correct.
  - Hot & Cold weather - If temperatures exceed 27 degrees or drop below -5 walks may be cancelled or altered to fit the dogs needs. Walks may be pushed to a earlier time if possible or a home visit will take place for the walks duration.
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# Walking Paws

## Around Bordon

### 5. Dog Behaviour and Responsibility - We want to have FUN.

- Owners are responsible for ensuring their dog is well-behaved and accustomed to walking on a leash.
- If a dog exhibits aggressive or destructive behaviour during a walk, we may use reasonable measures to control the dog and ensure safety.
- Owners are responsible for any damages caused by their dog to property, other dogs, or individuals during the walk.
- Your booked time is estimated only and whilst we make every effort to arrive at the time given, depending on the road conditions and unforeseen circumstance, please allow approximately 30 minutes after your booked time slot for Walking Paws Around Bordon to attend.
- In adverse weather conditions please understand that we are still open and may be slightly delayed. If however we are more than two hours overdue the Walking Paws Around Bordon will refund 50% of the walk.
- Please note that time starts from when Walking Paws Around Bordon arrives at the property.
- Clients may also make further requests to Walking Paws Around Bordon which will take extra time out of your booked walk.
- All walks are 25 minutes or 50 minutes only.
- Walking Paws Round Bordon makes each walk a fun and positive environment to be in. We do a local walk, play games and socialise together.

### 6. Emergency Situations - Best to be prepared!

- In the event of an emergency, we will make every effort to contact the owner. If the owner cannot be reached, we reserve the right to take appropriate action, including seeking veterinary care at the owner's expense.
- Owners must provide us with up-to-date emergency contact information.

### 7. Liability & Insurance - It is a must!

- I am fully insured to walk up to six dogs at a time. Whilst every effort is made to have walks on a one -to -one most of the time your dog will be walked with other friendly dogs.
  - While we take every precaution to ensure the safety and well-being of your dog,
  - Walking Paws Around Bordon cannot be held liable for any injury, loss, or damage caused to your dog during the course of our services unless due to our gross negligence.
  - Owners are encouraged to carry their own pet insurance to cover any potential incidents.
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## Around Bordon

### 8. Privacy and Data Protection - Privacy is important to me!

- We respect your privacy and will only collect, store, and process personal data necessary to provide our services.
- Your personal information will not be shared with third parties without your consent, except as required by law.

### 9. Changes to Terms and Conditions - Things change!

- Walking Paws Around Bordon reserves the right to modify these terms and conditions at any time. Any changes will be communicated to clients in writing or via our website.
- Continued use of our services after any changes to the terms will constitute acceptance of the new terms.

### 10. Late Payments - I know this won't be an issue!

- Late payments of commercial debts acts 1988 amended 1998 & 2002, we would like to remind customers that payments are due 3 days after the invoice has been sent. All invoices are sent on 28th of every month.
- We as a company reserve the right to impose a £2.50 initial late payment fee if a payment is more than three days overdue.
- A further £5.00 charged on a daily basis from the fourth day until Payment is received in full.

### 11. Cancellations - It happens!

- You may cancel your booked slot and provided you give a minimum of 24 hours' notice; you will not be charged. However, if cancellation is made within 24 hours of the walk commencing, the full rate will be charged.
- Clients and Walking Paws Around Bordon agree to give one weeks written notice to cancel the agreement. If you do not require the service for that week a cost of 50% of that week's walk will be due. This will be based on an average of your previous 4 weeks.

### 12. Acceptance of Terms

- By booking our services, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

Signature ..... Date .....

Signature ..... Date .....

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