

## Terms and Conditions

Please read through our terms and conditions below which you will be deemed to have accepted when you book in your dog for any our walks. These terms and conditions will subsequently come into effect each time you employ Doggy Delight for their services.

### 1) Definitions

Throughout these terms and conditions the words below have the following meanings:-

"we" and "us" means Doggy Delight.

"you" means you the dog's owner or both owners where the dog is jointly owned.

"your dog" means the dog that you have, or intend to register with Doggy Delight.

"Cole Acre or Cole Acre Kennels" refers directly Cole Acre Kennels as a business.

### 2) Registration with Doggy Delight

- a) Before we can provide you with any of the services you require, you must return a signed and completed registration form; completed to the best of your knowledge and detailing the relevant information that We need to know for the handling and care of your dog. This allows us to provide the most appropriate care for your dog and also confirms that you have accepted our standard terms and conditions.
- b) Should any information that is relevant to the services that we provide for you and your dog come to light after you have completed and returned the registration form, you must let Us know this information as soon as reasonably possible after this information has come to light and in any event before the next time you employ Us. An example of this might be where previously your dog has not been known to be aggressive with other dogs but recently your dog has been showing signs of aggression.

### 3) During Doggy Delight Care

- a) We will walk your dog for no less than the time agreed, for example an hour walk will be a full hours walking exclusive of transport.
- b) We will keep all dogs on the lead at all times, unless otherwise agreed with their owners. The only time that we will agree to your dog being off the lead, will be when both parties are confident that your dog will listen and respond to Doggy Delight's recall commands.
- c) Should your dog show any signs that they may not be suitable to join our walks during Our care or whilst in the care of Cole Acre Kennels, we reserve the right not to provide the service.
- d) By employing us for a service you agree that we will be given access to your dog for collection at Cole Acre Kennels.
- e) If you elect to choose a group walk service, you are agreeing that other dogs can be walked with your dog; however the number of dogs in a group walk will not exceed four dogs.
- f) When you leave your dog in the care of Cole Acre Kennels you should leave the most appropriate items with them to join them to walk. This will usually be the collar or harness that you usually use for your dog. You are required to ensure that the accessories you are using at any one time are the most suitable for your dog at that time. For example, this could include providing a muzzle for your dog should this be necessary.
- g) We hold insurance in respect of the death, loss or injury of dogs in Doggy Delight's care for a maximum of £2000 per dog. You are entitled to see a copy of this insurance policy upon request from us. We shall have no liability to you for any claim in respect of the dog other than a claim covered by the insurance and admitted by the insurer.
- h) As part of your registration with us you are required to give the name of a veterinary surgery where your dog is registered. If your dog requires veterinary attention whilst in the care of Doggy Delight we will, so far as reasonably possible, take your dog to your named veterinarian. Should the veterinary care be needed immediately, in an emergency or alternatively should it not be reasonable practicable to go to your named veterinary surgery, we reserve the right to take your dog to a veterinary surgery of our choice.
- i) All veterinary advice or treatment incurred whilst your dog is in the care of Doggy Delight will be at your expense and you agree to reimburse us for any expenses incurred in respect of such veterinary visit.

### 4) Payment

- a) The fees that will be charged for our services will be agreed between you and Cole Acre Kennels. The total fee will be payable to Cole Acre Kennels at the end of your dogs stay.

Signed .....

Date .....