



## **Terms and Conditions – Group dog walking**

### **Terms used in this document**

**Ad-hoc clients:** clients with no fixed service dates/times

**Rolling Period clients:** clients with fixed service dates/times, agreed on a rolling basis as outlined in the Service Agreement

**Client:** dog owner and named signatory of the above contract.

**Handler:** member of Damasque's Dogs staff, in control of the recipients during service.

**Recipient:** dog/s as named in the above contract.

**Service:** agreed dog walking service as outlined in the contract.

### **Terms of service**

1. All clients will be considered to have accepted the terms and conditions (as laid out below) on signature of the contract.
2. Damasque's Dogs require a face-to-face consultation to have been conducted, with both the client and the recipient, with full details of any special requirements, and a contract having been signed by the client to facilitate ongoing walking services.

### **Cancellation policy and payment**

3. Invoices will be sent monthly and must be paid within **7 days** of receipt of invoice or by the date specified on the invoice, via cash, cheque, or bank transfer. If full payment has not been received within this time, then your booking may be cancelled and may be taken to small claims court.

4. Damasque's Dogs will require a minimum of 48 hours' notice, should you need to cancel or change your appointment. Failure to give this notice may result in your session being cancelled without reimbursement (reasonable exceptions may be considered).

## **Security and keys**

5. If it is necessary for keys to be picked up and/or dropped off outside of pre-booked sessions, charges may be applied to the final bill to cover each trip. Keys will need to be provided at least 24 hours prior to the service commencing (please test newly cut keys from both sides of the lock to make sure it works well before handing over).
6. Keys will be held by Damasque's Dogs and will be stored in a secure location and only used when needed. All keys are uniquely identified using your dogs name and will contain no other identifying information.
7. Damasque's Dogs will not be held liable to any accident or injury to your pet when not in your home; this includes (but is not limited to) events of fire or burglary.
8. Damasque's Dogs will not be held liable for any damage done to your property or possessions by your dog while in the care of Damasque's Dogs. In the event of any damage Damasque's Dogs will inform the client at the earliest opportunity.
9. Please inform Damasque's Dogs of any video cameras/additional security measures in place. Failure to do so may result in the termination of the contract and without reimbursement.
10. For safety purposes Damasque's Dogs will endeavour to always have their phone on their person during service.

## **Medical/veterinary**

11. The client will be liable for any veterinary bills (however they are incurred) whilst the recipient is in the care of Damasque's Dogs.
12. If you have insurance in place, please supply the details (including company name/s and policy number/s).
13. You must supply the medical history (including any known allergies) of your dog/s prior to the start of service.
14. A veterinary release form must be filled in for each recipient.

15. Damasque's Dogs will attempt to follow any instructions given in the service agreement with regards to medication or similar but cannot be held liable for any complications that may arise.

### **Covid 19 / infectious diseases**

16. If you suspect you have any infectious disease (including Covid 19, whether you are isolating or not), please make Damasque's Dogs aware of this so we can take extra precautions. These precautions may include a contactless pick up/drop off, disinfecting equipment and vehicle after dropping your dog off and possible cancellation of service.
17. Please immediately make Damasque's Dogs aware of any acute health concerns your dog may be having such as diarrhoea, vomiting, kennel cough symptoms, parvo symptoms, pain, or any sudden behaviour change

### **Behavioural/training issues**

18. Damasque's Dogs must be alerted to any known behavioural issues at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract and without reimbursement.
19. All behavioural issues/training will be discussed during the initial consultation. Additional training is not included in the service but can be requested at the time of booking.
20. Please inform us of any likes/dislikes and fears/phobias your dog/s prior to the start of walking arrangements.

### **Emergency contact**

21. The client must provide Damasque's Dogs with the names and contact numbers of at least two emergency contacts, who can make decisions in the interest of the recipient/s in the case of emergency veterinary treatment.
22. If neither the client or an emergency contact is available, Damasque's Dogs reserves the right to consult with a veterinary surgeon and decide which is in the best interests of the recipient.
23. An emergency contact may be requested to take over the care of the recipient/s if the client finds themselves unable to return home to do so.

## **Equipment/household supplies**

24. The client must provide all items necessary for the recipient to be adequately cared for, in the absence of the client; including (but not limited to): food (If allergies are present), medication, comfortable well fitted harness, leads, tags collars, dog coats Should recipients require any additional supplies, whilst in the care of Damasque's Dogs, these may be purchased and added to the final bill.
25. If any required items are taken from the client's home, then the client will be informed. However, the restocking of such items remains the responsibility of the client (unless agreed beforehand and added to the final bill).

## **Public liability**

26. Although Damasque's Dogs holds full Public Liability Insurance, recipients should also be insured by the client wherever possible. Damasque's Dogs reserves the right to refuse a booking for any recipient which is not insured.

## **Loss/injury**

27. Whilst every effort will be made to ensure that the recipient is well cared for, in the absence of the client, Damasque's Dogs cannot be held liable for any loss, injury or death to the recipient, either inside or outside of the home, whilst in their care.

## **Photography-**

28. Security - Damasque's Dogs may have other clients and their recipients at any one time so, to ease confusion, pictures of the recipient may be taken; this will be purely to aid recognition and (in the unlikely event that the recipient gets free) to aid in retrieval. The picture/s will be erased at the end of the contracted period.
29. Social Media – see Service Agreement

## **Legislation and safety**

30. In accordance with the control of Dogs Order 1922, dogs must wear a collar which feature the name and address (including post code) of the owner. A telephone number is optional but advisable.
31. Damasque's Dogs can source a tag and collar, at an additional cost (which will be added to the final bill) but will be unable to provide the service until such time that the legal requirements are met.
32. Damasque's Dogs reserves the right to cancel the contract (at any time & with immediate effect) if any recipient/s under the contract display undue aggression towards the handler or other dogs (where the continuation of said contract is deemed, by Damasque's Dogs, to constitute a safety risk). In such events your emergency contact will be contacted. A partial refund, for the outstanding contract, may be offered.

## **Trial period**

33. Damasque's Dogs may request a trial period, to ensure that handler and recipient/s are happy and familiar. During this period either party may cancel with no notice and a refund for any outstanding pre-paid contract will be given.

## **Contract cancellation**

34. Ad hoc clients require no contract cancellation, however the regular cancellation period as outlined in point 4 will still apply.
35. Clients with a rolling period, as described in the service agreement, must give a notice period equal to their rolling period (e.g. 1 week rolling period = 1 week notice). The regular cancellation period as outlined in point 4 will still apply.

## **Changes to rolling period**

36. Changes to the rolling period must be made in writing before the end of the current rolling period

## Walk requirements

37. All recipients will be exercised on a lead unless prior agreement has been reached with Damasque's Dogs and the disclaimer section of the contract has been signed.
38. The handler will apply personal judgment and cut short a walk, if necessary, because of extreme weather conditions; including, but not limited to: excessive heat, torrential rain, thunderstorms and snow/ice. The decision to do so lays with the judgment of the handler, for the safety of themselves, members of the public, other animals, and that of the recipient/s. If a walk is cut short remaining time may be banked for future walks.
39. If the recipient requires towelling off after walks, towels must be provided and left by the front door. Damasque's Dogs will take all reasonable step, but cannot guarantee that all mud traces will be removed. It is recommended to protect household items (such as soft furnishings) or provide extra covers on these items or having a separate area to keep recipients after a walk.
40. Damasque's Dogs has a set number of available session slots. Please discuss preferable times during the initial consultation. Damasque's Dogs aims to work within requested allocated times, on a first-come-first-served basis; however, due to external factors, cannot always guarantee specific times. As a result, a time range will be agreed either side.
41. Damasque's Dogs handlers walk in groups of no more than **4** recipients at any one time.
42. Recipients will be picked up and transported to a safe walking location. The duration of the walk (not including travel time) will be 1 hour.
43. All recipients will be transported in a secure vehicle and will be crated for their safety. If your dog is uncomfortable in a crate, please provide a safe crash tested harness that we can then attach to our crash tested seatbelt

These Terms and Conditions are subject to change. You will be notified of any changes and asked to resign to say you have noted and understood any changes made.