



TERMS AND CONDITIONS

Bookings are subject to these terms and conditions.

Dog walking

I confirm that I am the legal owner of the pet(s) listed, and that I authorise Webbs Walkies Pet Services to act as a guardian of said pet(s) during my absence and to take any action that they consider suitable to ensure the wellbeing of my pet(s). I, the Client, agree that I will be responsible for any costs veterinary or otherwise that may be incurred due to sickness/accident/damage caused to or by the listed pet(s) and that I, the client, will pay service costs or expenses.

I understand that no liability will be attached to Webbs Walkies Pet Services and that this agreement, once signed, will cover all future services requested of Webbs Walkies Pet Services unless any changes are requested, which will require the completion of this form again.

Bitches may not attend Webbs Walkies Pet Services dog walks while in season, there may be opportunity to arrange solo walks at additional charge.

The Client agrees that, in admitting their dog(s), Webbs Walkies Pet Services has relied on the Client's representation that their dog(s) is in good health and must be fully vaccinated (including kennel cough), be on regular flea and worm control treatment has not harmed or shown aggression or threatening behavior toward any person or any other dog(s).

Clients must inform Webbs Walkies Pet Services if their dog contracts any infectious condition (e.g. Kennel cough, conjunctivitis). Any dog with an infectious condition will not be walked until cleared to do so by a vet.

The Client agrees to notify Webbs Walkies Pet Services immediately of any unwelcome, aggressive, or dangerous behavior of their dog(s) that has potential to cause harm to any other dog(s) or individual.

If any unwelcomed behavior occurs either with owner or the dog(s), Webbs Walkies Pet Services reserves the right to terminate the dog's attendance at any time.

Where possible walks are carried out in areas where dogs can be safely walked off lead, a signed agreement from the owner must be obtained before allowing dogs off lead in enclosed and or safe areas.

Payments to be made in full at time of booking and a 48-hour cancellation policy will apply.

If dogs require a quick toweling off after walks towels must be provided and left by the access door. Webbs Walkies Pet Services cannot be held responsible for any dirt/mess made by your dog(s) in your home after any walk.

Webbs Walkies Pet Services

The Client agrees to provide keys/arrange access to the dog(s) for the agreed appointment; failure to do so will result in a cancellation for that day's service and a refund will not be provided.

In the event of extreme weather conditions, Webbs Walkies Pet Services will use their professional opinion to take necessary precautions to keep your pets safe. This may include, but will not be limited to, the cancellation of dog walks, reducing the duration of the walk, walk time changing if required. In the event of cancellation of walks, Webbs Walkies Pet Services will offer the pop-in service. If you do not require this, you will be asked to move the walk to another day.

The client agrees to ensure that, as is law, their dog(s) is micro-chipped and wears a well fitted collar with an ID tag showing the client's contact details.

We require at least one walk per week for your dog(s) to remain at Webbs Walkies Pet Services.

Any wrongful or misleading information in this form may constitute a breach of contract and be grounds for instant termination thereof.

All dog walking takes place on the lead as default. This will only change if the below conditions are met:

- I agree Webbs Walkies Pet Services can walk my dog(s) off the lead
- Webbs Walkies Pet Services are confident that the dog(s) will recall
- There is a safe area for the dog(s) to be off lead
- Webbs Walkies Pet Services have walked my dog(s) before.

Liability

Webbs Walkies Pet Services accept no liability for any breach of security or loss of or damage to the Client's property if any other person has access to the property during the term of this agreement.

Webbs Walkies Pet Services shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by another dog who has unsupervised access to the outdoors.

The Client shall be liable for all medical expenses and damages resulting from an injury to Webbs Walkies Pet Services caused by the dog as well as damage to the Client's or Webbs Walkies Pet Services' property.

Webbs Walkies Pet Services are released from all liability related to transporting dog(s) to and from any veterinary clinic or kennel, the medical treatment of the dog(s) and the expense thereof.

Webbs Walkies Pet Services will care for your animal as you would, and whilst we will make every effort to make sure the Client's dog(s) is looked after in the Client's absence, Webbs Walkies Pet Services cannot be held liable for any loss, injury or death of the Client's dog(s) whilst in their care.

Webbs Walkies Pet Services will always maintain liability insurance. Proof of such insurance is available for the Client to inspect at all times.

The Client is fully liable for any damages, loss or injury caused by the Client's dog(s) whilst in Webbs Walkies Pet Services' care.

Webbs Walkies Pet Services

Insurance

Webbs Walkies Pet Services are insured for the safe transport of your animal. Animals are fully insured to travel in any vehicle driven by Webbs Walkies Pet Services. Unless you state otherwise, these terms and conditions assume that you, the client, have given permission for this.

Webbs Walkies Pet Services has insurance covering public liability, holding of keys, however we advise all clients to have their pets insured and reserve the right to refuse a booking for any animal who is not insured.

A copy of Webbs Walkies Pet Services insurance policy is available on request

Indemnification

The Client will pay back Webbs Walkies Pet Services against all costs, expenses, losses, liabilities, and claims arising from said dog(s) behavior.

Emergencies

In the event of an emergency, Webbs Walkies Pet Services shall contact the Client and/or the Client's emergency contact at the numbers provided to confirm the Client's choice of action. If the Client cannot be reached timeously, Webbs Walkies Pet Services are authorised to:

- Transport the dog(s) to the listed veterinarian;
- Request on-site treatment from a veterinarian;
- Transport the dog(s) to an emergency clinic if the previous two options are not feasible.

The Client agrees to pay any vet bills. If the vet will not start treatment without payment, then Webbs Walkies Pet Services will not be liable for this; the Client will need to make arrangements for immediate payment for treatment.

The Client's emergency contact can make decisions regarding the Client's pet's health should the need arise.

Security

Webbs Walkies Pet Services warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Client and to return same to the Client at the end of the contract period or immediately upon demand.

The Client gives permission for Webbs Walkies Pet Services to access the Client's property with a key.

Keys will never be labelled with the Client's address but with the dog(s) name only.

Payments

All dog walking fees are paid on month in advance, the client will be invoiced prior to the end of the month and payment should have been completed in full before walks commence. Payment may be made in cash or by direct bank transfer. In the event of a walk not being carried out, a credit note will be issued against future walks.

Cancellations and holiday absence

Webbs Walkies Pet Services requires 48 hours' notice when cancelling walks otherwise full payment will be charged.

All absences over 2 weeks where the dog will be returning to the group walk, a holding fee of £2 a day will be charged to keep the space available after the initial 2 weeks.

Keys & Parking

Keys retained by Webbs Walkies Pet Services will be kept securely and only be marked with the name of your dog if necessary

Permits may need to be provided if you are in a restricted parking zone. This will be assessed as necessary.

Pet Home Services

I confirm that I am the legal owner of the pet(s) listed, and that I authorise Webbs Walkies Pet Services to act as a guardian of said pet(s) during my absence and to take any action that they consider suitable to ensure the wellbeing of my pet. I, the Client, agree that I will be responsible for any costs veterinary or otherwise that may be incurred due to sickness/accident/damage caused to or by the listed pet(s) and that I, the client, will pay service costs or expenses.

I understand that no liability will be attached to Webbs Walkies Pet Services and that this agreement, once signed, will cover all future services requested of Webbs Walkies Pet Services unless any changes are requested, which will require the completion of this form again.

The Client agrees that, in admitting their pet(s) Webbs Walkies Pet Services has relied on the Client's representation that their pet(s) is in good health and must be fully vaccinated (where appropriate), be on regular flea and worm control treatment and has not harmed or shown aggression or threatening behavior toward any person or any other pet(s).

The Client agrees to notify Webbs Walkies Pet Services immediately of any unwelcome, aggressive, or dangerous behavior of their pet that has potential to cause harm to any other pet(s) or individual.

If any unwelcomed behavior occurs either with owner or the pet(s), Webbs Walkies Pet Services reserves the right to terminate the pet home visit at any time.

The Client agrees to provide keys/arrange access for the agreed appointment; failure to do so will result in a cancellation for that day's service and a refund will not be provided.

Webbs Walkies Pet Services reserves the right to end the visit at any time if they feel uncomfortable, threatened, or unsafe. The pet will need to be collected or attended to by the emergency contact. If they are not available, we will need to arrange a suitable alternative at the client's expense.

If away, should you decide to shorten your booking or return earlier than dates arranged you will not be entitled to a refund.

Any wrongful or misleading information in this form may constitute a breach of contract and be grounds for instant termination thereof.

Liability

Webbs Walkies Pet Services

Webbs Walkies Pet Services accept no liability for any breach of security or loss of or damage to the Client's property if any other person has access to the property during the term of this agreement.

Webbs Walkies Pet Services shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by another dog who has unsupervised access to the outdoors.

The Client shall be liable for all medical expenses and damages resulting from an injury to Webbs Walkies Pet Services caused by the pet(s) as well as damage to the Client's or Webbs Walkies Pet Services' property.

Webbs Walkies Pet Services are released from all liability related to transporting pet(s) to and from any veterinary clinic or kennel, the medical treatment of the pet(s) and the expense thereof.

Webbs Walkies Pet Services will care for your animal as you would, and whilst we will make every effort to make sure the Client's pet(s) is looked after in the Client's absence, Webbs Walkies Pet Services cannot be held liable for any loss, injury or death of the Client's pet(s) whilst in their care.

Webbs Walkies Pet Services will always maintain liability insurance. Proof of such insurance is available for the Client to inspect upon request.

The Client is fully liable for any damages, loss or injury caused by the Client's pet(s) whilst in Webbs Walkies Pet Services' care.

Indemnification

The Client will reimburse Webbs Walkies Pet Services against all costs, expenses, losses, liabilities and claims arising from said pet(s) behavior.

Emergencies

In the event of an emergency, Webbs Walkies Pet Services shall contact the Client and/or the Client's emergency contact at the numbers provided to confirm the Client's choice of action. If the Client cannot be reached promptly,

Webbs Walkies Pet Services are authorised to:

- Transport the pet(s) to the listed veterinarian;
- Request on-site treatment from a veterinarian;
- Transport the pet(s) to an emergency clinic if the previous two options are not feasible.

The Client agrees to pay any vet bills. If the vet will not start treatment without payment, then Webbs Walkies Pet Services will not be liable for this; the Client will need to make arrangements for immediate payment for treatment.

The Client's emergency contact can make decisions regarding the Client's pet's health should the need arise.

Security

Webbs Walkies Pet Services warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Client and to return same to the Client at the end of the contract period or immediately upon demand.

The Client gives permission for Webbs Walkies Pet Services to access the Client's property with a key.

Webbs Walkies Pet Services

Keys will never be labelled with the Client's address but with the pet(s) name only.

Payments

For all regular weekly pet visits, fees are paid one month in advance, the client will be invoiced prior to the end of the month and payment should have been completed in full before visits commence. Where one off home visits are required (e.g. holidays or long weekend visits) clients will be required to pay a 20% non-refundable deposit, with the balance payable one week before visits commence. Payment may be made in cash or by direct bank transfer. In the event of a visit not being carried out, a credit note will be issued against future visits or a refund can be offered.

Cancellations

Webbs Walkies Pet Services requires 72 hours' notice when cancelling visits otherwise the full payment will be charged.