

Terms & Conditions of Service



1. Definitions - The following definitions apply throughout our terms & conditions of service.

- 'You' the customer(s) & owner(s) of the dog or pet
- 'Us' or 'We' is dogs-on-tour & owner John Taylor registered at 4 Earl's Ree, Meikle Wartle, Inverurie, AB51 5AF & Lorna Anderson registered at 10 Ryeland, Pitmedden, AB41 7GD or any employed member of staff
- 'Booking' arranged services
- 'Services' Group Dog Walking, Individual Dog Walking, Dog Day Care, Home Boarding, Pet Taxi, Pet Checking & Feeding, Supply of products & any tailored services agreed
- "Locally" the area in Aberdeenshire in which we list as covering
- "Areas Covered" Kintore, Kemnay, Inverurie, Daviot, Meikle Wartle, Rothienorman, Old Meldrum, Tarves, Pitmedden, Udney Green & anywhere in between these villages. If not listed – ask us.

2. Registration

- A fully completed & signed registration form to be completed before commencement of service.
- We require as much information as possible to care for your pet in the same way you do & to assist while we get to know them.
- By signing our registration form you agreed to these terms & conditions.
- An introduction meeting and/or trial stay will be required.
- We are required to see and take a copy of documentation of up-to-date vaccinations. If you are not able to provide this, we require your Vet to confirm. This is to protect dogs-on-tour, our dogs & any pets we come in to contact with.

3. Booking

- Before you can book you must complete registration - see above.
- Confirmation of booking need to signed for.
- By signing the Confirmation of Booking Form you agree to these terms & conditions.

4. Fees

- Our fees are detailed on our website and a copy available on request.
- Our fees are subject to change. You will be notified 1 calendar month in advance should there be any increase or a decrease in our fees.

5. Payment

- Payment is by Cash or Bank Transfer.
- Payment is on receipt of invoice.
- Regular customers will be invoiced monthly unless requested otherwise.

- Occasional or Short Term customers will be invoiced weekly.
- Some services or packages require payment upfront.
- Non-payment of invoice would result in withdrawal of our services until payment is received.

6. Cancellation

- 24 hours' notice is required.
- Cancellation fee is 50% of service where less than 12 hours' notice is given.
- Cancellations need to be confirmed by Email, Text or Call.

7. Emergency, Illness, Injury

- Any VET fees incurred will be the responsibility of the owner(s) - Whilst full care will always be taken, incidents, injuries or illnesses can occur.
- Although we will make all reasonable efforts to ensure the full care, custody and control of all pets in our care, we cannot be held liable for any injuries incurred which are out of our control.
- Should your pet become unwell whilst in our care, they will be separated from other pets.
- We will notify all owners of any cases of illness in order that they can monitor for symptoms. We cannot accept liability should your pet pick up a contagious disease or condition from another pet.
- You are required to inform us if your pet is showing any signs of - coughing, sneezing, nasal discharge, crusty eyes, vomiting, diarrhoea, extreme lethargy, seizures, etc. that is out of ordinary.
- Should your pet have suffered an illness or diarrhoea within the last 48 hours they will need to be kept separate from other pets for a period of 48 hours since the last episode of vomiting or diarrhoea. This would result in your service being switched to individual walks and costs.
- All reasonable efforts will be made to contact Owner or Owner's emergency contact in the event of an emergency. However, we reserve the right to make decisions regarding Owner's pet(s) health provided it is at all times acting in the best interests of the pet. Any veterinary treatment deemed necessary will be carried out at the Owner's chosen vet; please make arrangements with your vet beforehand so that you can settle any costs direct. If you are away for a few days and do not wish to be contacted before your return, please inform us. The initial point of contact for all emergencies must be established before bookings commence.
- In some circumstances where it is believed to be of a serious nature we will take your pet(s) to your Vet or our Vet immediately. We would attempt to make contact with you as soon as possible.

8. Insurance

- Our insurance is provided by Cliverton
- Public Liability £5,000,000
- Professional Indemnity £500,000
- Products Liability £5,000,000
- Copy available by request, for full details of cover.

9. Key(s)

- Key(s) entrusted into our care will be given a unique reference with only your pet(s) name recorded on the register against the reference number.
- Key(s) will be kept in a locked key safe whilst not in use.
- Key(s) must be in good working order and replaced if faulty or damaged.
- Key(s) will be returned when appropriate – end of service, no longer required, or by request.
- Locked out/Lost Key(s) – collection of your key from us is **free** of charge.
- Delivery of Key(s) to you will incur a charge:
 - Delivery of your key(s) to you between 8AM & 8PM **£6.00**
 - Delivery of your key(s) to you between 8PM & 10PM **£10.00**
 - Delivery of your key(s) to you between 10PM & 8AM **£28.00**
 - Subject to availability

10. Complaints

- Please address your complaints as soon as they arise in order for them to be resolved quickly.
- You may write, email, call or discuss in person any complaint(s) or concern(s) you may have.

11. Group Dog Walking

- Maximum of 4 dogs.
- 1 Hour, 30 Minutes or pre-agreed duration.
- Returned clean & dry.

12. Individual Dog Walking

- One to one or same household only.
- 1 Hour, 30 Minutes or pre-agreed duration.
- Returned clean & dry.

13. Dog Day Care

- Food & Treats to be provided by owner(s).
- Must be socialised & friendly.
- Weekday 9AM to 4PM approx., Weekend 10AM to 4PM approx., or pre-agreed duration.
- Two 1 hour walks & plenty play per day.

14. Home Boarding

- Food & Treats to be provided by owner(s).
- Must be socialised & friendly.
- Two 1 hour walks & plenty play per day.
- Charged in 24hours periods.
- Collect & return locally only (See area covered).
- Pre-boarding minimum of 1 hour walk & visit to our home before boarding.

15. Pet Taxi

- Locally only (See Area Covered).
- Single Journey – Collection from home to locally requested destination.
- Return Journey – Collection from home to locally requested destination, collection from drop off destination & returned home.

16. Pet Checking & Feeding

- Food & Treats to be provided by owner(s)

17. Tailored Services to Suit

- By request in advance.
- Subject to availability.

18. FREE Consultation

- All services include an initial consultation for me to meet you and your pet. Which may include a walk or a short visit.

19. Monthly Discount Packages

- Regular & ongoing services only.
- When services are booked in advance.
- When services are fully paid in advance.

20. dogs-on-tour ID tag

- If your dog does not have a dogs-on-tour ID tag, we will attach one to their collar whilst in our care with our contact details. You may purchase one from us for them to wear whilst not in our care - See 'shop' on our website. In this case, whilst not in our care the following applies;
- In the event that you are unreachable or unavailable we will collect and return your pet. If required to look after your pet, we can contact you for further instructions
- Collections & Return Locally in Aberdeenshire charged at:
 - Between 8AM & 8PM **£10.00**
 - Between 8PM & 8AM **£25.00**
- Purchased ID tags that are lost or damaged, replacement chargeable.

21. Shop

- Regular customers invoiced along with services.
- Occasional customer's payment on receipt of goods.
- Specially ordered items are non-returnable unless damaged, faulty or incorrect.
- Items subject to availability.

22. dogs-on-tour Holiday Dates

- We will advise our holidays in advance to allow plenty time to plan ahead. Our aim is to be there for your pets when we are needed.
- Dates to Be Advised;
 - Up to one weeks' Easter holidays.
 - Up to two weeks' summer holidays.
 - Up to one weeks' October holidays.
- Reduced or no services available, please ask & book early;
 - 24th December, 27th December,

2nd January

Additional charge of £5.00 per service on these dates

- 25th December, 26th December, 31st December, 1st January

Additional charge of £10.00 per service on these dates

23. What We Expect from You/Your Pet(s)

- Pets to be microchipped.
- All dogs must be neutered for group walks, day care & home boarding.
- All Pets must be free from fleas & ticks.
- All pets must be up-to-date with vaccination including Kennel Cough & annually provide documents for our record.
- ID Tag with owners contact details.
- Up to date details as and when they change (For Example: contact details, illnesses, injury, medication, signs of aggressive or a change in behaviour).
- Where appropriate the following to be supplied; lead, Collar, Food, Treats, Toys, Jacket, Muzzle, Harness, Bed & Bedding, Medication. Cost for any extra food etc. due to shortage will be covered by the owner(s).

24. What You Can Expect from Us

- Safe & Reliable Service.
- Pets treated as if they were our own.
- Routine treatment of our van & home with Acclaim flea spray which will kill any flea, dust mites, ants, cockroaches, ticks & spiders providing protection for up to 12 months.
- Routine cleaning of the van & home with Virkon which is a virucidal disinfectant used by Vets.
- Emergency First Aid Trained (Human)
- Caine First Aid Trained
- Both Human & Pet First Aid Kits

25. Personal Information

- Your personal information will not be disclosed or shared to anyone outside the dogs-on-tour unless legally obliged to do so.
- Please advise if you do not wish for pictures of your pet used in any dogs-on-tour promotional material, website or social media.

26. Marketing

- We would like to contact you to update you with new services or updated services.
- We would like to contact you to offer you products we have for sale.
- We would like to contact you with any offers we may have.
- Please select your marketing preference when completing your Registration Form & should you wish to change this at any time please notify.

27. Abonnement/Non-collection

- If any dog(s) are not collected on the agreed date & you have made no contact or we are unable to make contact with the owner or emergency contact the following will apply after 7 days;
- Transfer of legal ownership to us.
- The right to arrange for rehoming.

28. General

- Any damaged will be charged to owner(s).
- We reserve the right to refuse service at any time.
- To the best of their knowledge, owner(s) must declare if their pet is likely to cause harm or injury to themselves, staff, pets, animal's or members of the public.
- We shall not be liable for any failure to provide the service due to acts beyond our control, including but not limited to, Acts of God, extreme weather conditions, accidents or illness. You will be entitled to a full refund of any pre-payments made in these circumstances. We will not make any contribution towards the cost of making alternative arrangements with another provider. Cancellation is always the last resort & will be in very rare or extreme circumstances.
- You are responsible and liable for any harm or injury caused by your dog to any person or animal whilst in our care. You should ensure that you hold appropriate insurance to protect you in the case of any liabilities arising.
- You accept full responsibility for the actions of your pet and you shall indemnify us against any claim, loss, damage, cost, expense, legal fees, demand or proceedings however incurred or brought in respect of any damage or injury caused by your pet. You shall not in any way attempt to hold us or any representatives at fault should your dog cause damage or injury.
- We cannot accept any pet that has been the subject of any Control order, breeches and/or prosecution, particularly under the Animal Welfare Act 2006, The Dangerous Dogs Act 1991, the Dangerous Dogs (Amendment) Act 1997, the Dogs Act 1871 or any applicable Laws. You must disclose any information about your pet that relates to these or any similar offences prior to the booking and advise immediately should your dog become subject to any order, breaches or prosecutions after your booking has been accepted.
- Should you give permission for your dog to be walked off lead and your dog fail to return on command, this is entirely at your risk and we cannot accept responsibility or liability for any loss or injury sustained. If you are in any doubt that your dog may not return on command, you should not give permission for your dog to be walked off the lead.
- Should your dog show any signs of aggressive behaviour they may need to wear a muzzle and can only be walked under the individual walking service. You should also consider the use of muzzles for dogs who are prone to eating anything including poisonous items whilst out walking.

- For insurance purposes, all dogs are walked on lead until fully bonded with their walker. Once good recall has been achieved, and only with the owner's permission, we will exercise pets off-lead. The Owner accepts full liability for any loss or damage caused as a result.
- Though we will do our best to clean up any unexpected pet fouling within your property, we provide a basic clean/disinfect only – professional cleaning is the responsibility of the client. Any excessive fouling or diarrhoea will be cleaned up but an additional charge of **£6.00** will be applicable each time.

Our Details

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