

Yappy Tails Dog Services

Terms and Conditions



- 🐾 By using any of our services, you (the owner) agree to these Terms and Conditions
- 🐾 Our services are supplied subject to availability
- 🐾 Yappy Tails will be unable to finalise any bookings for services until you have 1) Completed a 'Meet and Greet' with us 2) Completed, signed and returned the 'Information and Disclaimer' Form 3) Signed and returned the 'Terms and Conditions'
- 🐾 All dogs will be walked on lead unless the owner has signed a disclaimer form giving consent to allow their dog off lead
- 🐾 It is the owner's responsibility to ensure that all information you provide to Yappy Tails is accurate. You, the owner, agree to inform Yappy Tails immediately if any information changes
- 🐾 Owner is responsible for and will ensure that their dog is microchipped and fully up to date with all vaccinations at all times to include Kennel Cough, Worm and Flea Treatment. For home boarding, vaccinations must be completed a minimum of 4 weeks before the service starts
- 🐾 Yappy Tails will need to see a copy of your pet's up to date vaccination record before any services can be finalised
- 🐾 Your pet should be in good health. The owner must inform Yappy Tails of any medical conditions on the 'Information and Disclaimer form'
- 🐾 Your pet must be sociable with other dogs and people
- 🐾 Owner must inform Yappy Tails of any quality or characteristic problems which might make your dog unsuitable for walking or home boarding; including behavioural or health problems, antisocial behaviour including aggression, incontinence, lack of house training, excessive loud barking or whining
- 🐾 Owner must inform Yappy Tails immediately if any information changes relating to their pet, especially regarding their health and any behavioural difficulties. If your pet shows signs of any illness, disease or parasite including but not limited to Fleas, Mite, Mange and Ticks, then the owner agrees to inform Yappy Tails (Diana Dudley) as soon as possible and before any service is carried out
- 🐾 Yappy Tails is fully insured by Cliverton Insurance for dog walking, dog/cat/small domestic pet minding, including horses, donkeys and domesticated farm animals, home boarding and house sitting, pet taxi, loss of keys/replacement locks and £5,000,000 Public Liability. However, pets should be insured by the owner
- 🐾 Owner agrees to provide keys/arrange for keys to be available for Yappy Tails for the dog walking/feeding appointment if applicable
- 🐾 Owner must provide all food and equipment necessary for their pets
- 🐾 Owner accepts full liability for any loss or damage caused by their dog whilst being walked
- 🐾 Yappy Tails will care for your dog(s) as you would, and whilst we will make every effort to ensure your dog(s) are well looked after in your absence, Yappy Tails will not be held liable for any loss, injury or death to a dog either inside or outside of their/our home whilst in our care whatever the cause
- 🐾 Yappy Tails are a reliable and loyal pet service provider and we strive to fulfil all services to the agreed times. However, if your pet's safety is at risk, we become unfit to safely take care of your pet or there are unforeseen circumstances beyond our control, Yappy Tails reserve the right to offer an alternative time, cancel your booking completely or shorten the time of the service, for any reason and with minimal notice. You will only be charged for the amended service received and you will receive a refund for pre-paid services not fulfilled

T's & C's continued....

- 🐾 Yappy Tails will make every effort to contact the owner in the event of an emergency. We recommend the owner provides us with a contact number for a trusted third party should we be unable to make contact
- 🐾 Owner authorises Yappy Tails to obtain any emergency veterinary care that may be necessary based on the advice of a veterinary surgeon. The owner authorises Yappy Tails to use an alternative veterinary practice if their regular veterinarian is unavailable or a closer veterinary practice is in the best interest of your dog's health
- 🐾 Owner is entirely financially responsible for any veterinary bills, no matter how they are incurred, whilst their pet/s are in the care of Yappy Tails
- 🐾 Owner agrees to reimburse Diana Dudley / Yappy Tails for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food or supplies
- 🐾 Owner will be responsible for any medical expenses and damages resulting from an injury to Yappy Tails' staff or other persons/dogs/ by their dog(s). Owner agrees to indemnify and hold harmless Diana Dudley / Yappy Tails staff in the event of a claim by any person or animal injured by their dog
- 🐾 **Weekly/regular Dog walking, Home Visits and Day Care Services** – are to be paid weekly. Either by cash or BACS within 7 days of receipt of Invoice, Text or Email confirming the amount due
- 🐾 **Dog sitting, Live- In Sitting, One off/Adhoc Walks, Home Visits and Taxi Services** - we ask for payment at either the start of the service or upon collection/drop off at the end of the service either by Cash or BACS Payment
- 🐾 **Dog Sitting and Live-In Sitting** are charged per day (not night) and we require a 25% deposit at the time of booking to secure your place
- 🐾 Double rates apply for Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Good Friday, Easter Sunday and all other Bank Holidays
- 🐾 Extra charges apply for weekend services and additional pets (Please refer to the website for current prices)

CANCELLATIONS

Dog Walking, Home Visits, Taxi Services – Provided you give 24 hours' notice you will not be charged. Cancellations made within 24 hours of the service commencing will be charged the full rate.

Dog Sitting, Live-In Sitting and Day Care Services – Provided you give more than 14 days' notice you will not be charged and your deposit will be refunded. Cancellations made within 14 days of the service commencing will be charged 25% of the total amount and your deposit will be non-refundable

NON-DISCLOSURE

If you fail to disclose any behavioural issues during the 'Meet and Greet' or if your pet begins show signs of behavioural issues after the 'Meet and Greet' or during a service being provided by Yappy Tails, where there is a risk to other pets and people, Yappy Tails reserve the right to cut short the service, cancel future bookings with immediate effect and to refuse future bookings. In these cases, no refunds will be given and you will be charged in full for the booked service.

If you (the owner) fail to inform Yappy Tails of any health conditions during the 'Meet and Greet' or your pet begins to show signs of a health condition after the 'Meet and Greet' or during a service being provided by Yappy Tails, Yappy Tails reserve the right to cut short the service and/or cancel the booking with immediate effect. Health conditions include but are not limited to Vomiting, Diarrhoea, excessive sneezing, coughing and scratching, fleas, mite, tics, kennel cough, worms, mange.

T's & C's continued....

I/we (The Owner/s) have read and agree to the terms and conditions. I/we (The Owner/s) hereby agree to give consent for Diana Dudley / Yappy Tails to provide a service for my pet, as per my instruction and that I have entrusted them with a key to my property to be used only as agreed (If required). The key will be returned on my request and I give permission for Diana Dudley / Yappy Tails to seek veterinary assistance should it be required for my pet while it is in their care.

The owner's confidentiality will be maintained at all times. Your details will be kept private and will never be used for any purpose other than caring for your pet(s).

Signed: Date: (Owner/Client)

Name/s:

Signed: Date: (Yappy Tails)

Name:

Email us: yappytails@hotmail.com
Call us: Diana: 07889 186646

Find us and follow us:
www.yappytails.co.uk
www.facebook.com/yappytail
www.instagram.com/yappytails