



K9playtimes Terms & Conditions

Behaviour of dog

- Each dog will wear a “k9playtimes” dog tag with contact number (provided free by K9playtimes)
- Dogs will be dogs, however, they should be well behaved (reasonably!), non aggressive towards other dogs and respond to commands when off the lead.
- If a dog is insufficiently behaved, the dog’s behaviour / habits will be discussed with the owner
- K9playtimes reserves the right to decline any dog at any time

Bitches in Season

- Bitches in season are unable to be walked in a group
- If a client wishes their bitch to be walked in season it will be an additional service, and charged at Individual Walk rate

Insurance

- K9 playtimes is fully covered for Professional Dog Walking and Boarding Services including key and lock cover
- Pet owners are encouraged to insure their dog(s) with a minimum of Third Party insurance.
- Owners are responsible for making sure their dog(s) are continually insured
- In the absence of any insurance all owners should understand that if their pet causes an accident, through no fault of K9playtimes, neither the dog walker’s personal insurance, nor the insurance policy of K9playtimes, will be expected to cover the cost of the accident
- **K9playtimes are not responsible for veterinary treatment or bills.**

Cancellation charges

- Cancellation of all appointments and boarding services must be by telephoning
- K9playties in person, 48 hours in advance. If this advance notice is not
- received the client’s quota will be considered used, or the client will be charged the
- full amount for the service.

Payment

- On entering into a “walking” contract with K9playtimes the client agrees to pay walking / pet sitting fees by one of the following . .
 - **CASH**
 - **CHEQUE:** Please make your cheque payable to K9playtimes and write your full name on the back. If your cheque is returned unpaid by the bank you are liable for bank charges.
 - **INTERNET / TELEPHONE BANKING :** Please contact me for the relevant details. Payments can then be made quoting your full name as reference.
 - **All invoices for services are to be paid up to date and in full by the last Friday of each month.**

Health of dog

- Owners are expected to ensure their dog has all necessary vaccines and provide continuous treatment against worms and parasites. If the owner does not take up these services K9playtimes will not be held responsible for any parasites contracted and will expect owners to resolve this situation.
- All owners must provide evidence of up to date vaccination certificates.
- All other documents pertaining to the medical history of each dog or cat must be provided on registration.

Unplanned Circumstances and Holiday Periods

- K9playtimes will be available to walk clients' dogs Monday to Friday (except customary and bank holidays) except by previous agreement.
- K9playtimes will attempt to provide a minimum of 48hrs notice (unless under exceptional circumstances) of any temporary or permanent need to withdraw dog walking / boarding services.

Pet “Uniform”

- Owners must provide all pets with a snug and strong material or leather collar with the K9playtimes contact tag attached at all times.
- All dogs must have a strong, medium length lead. Broken or heavily chewed leads will not be acceptable
- If your dog wears a coat, it is wholly the responsibility of the dog(s) owner to wash the coat

Termination of Contract

- Dog owners will give one month's notice if they wish to terminate the services of K9playtimes.

Right of refusal

- K9Playtimes reserves the right to refuse any owner whom in their opinion will act or is acting in an irresponsible and neglectful manner towards their dog(s).
- K9playtimes reserves the right to cancel membership at time

Disclaimer

K9playtimes assure owners that every possible care and attention will be given to each individual dog, however they cannot accept responsibility for any accidents, illnesses or other events beyond their control.