



Terms and Conditions

Consent and Disclaimer

1. Bookings

All bookings must be with Edipaws Ltd no later than 9am on a Thursday, for the week ahead. We work on a 'first come first served' basis and spaces are never guaranteed. If the client knows what services are required, even 6 months in advance, the client is advised to book as early as possible. It is never too early to book.

1.1 All bookings are to be made via text message in writing and are not considered booked until Edipaws Ltd have replied stating that the booking is confirmed. NB - If the client *enquires* about availability, this is not a booking. The client must then send a request via text message and receive a reply from Edipaws Ltd that the booking has been confirmed.

Please note, the Edipaws Ltd phones are switched off from 6pm – 8.30am Mon to Friday, weekends and bank holidays.

There are two booking options - Rolling or ad hoc.

1.2 Rolling – This is an automatic repeat booking so the client is automatically booked each week, for peace of mind. The client is not required to remember to book and any space is then guaranteed.

1.3 Ad hoc – The client can book as and when they need to, by text. Spaces are not guaranteed.

1.4 Holiday home - The dogs live in Heidi or Helen's home so spaces are limited. For summer holidays, Edipaws Ltd is normally fully booked 8 months in advance, so early booking is highly recommended.

2. Cancellations

2.1 Ad hoc - Please inform Edipaws Ltd ASAP or no later than 24 hours before the service is required (8.30am the previous day).

2.2 Rolling - A full 5 *working* days notice is required.

2.3 Holiday home - Holiday deposits are £50 per dog and non-refundable -- to be paid at the time of making the booking. A full 5 working days notice is required to cancel a holiday home stay – if not, a charge of 50% of the entire stay will be required on top of the holiday deposit.

2.4 If for any reason Edipaws Ltd cannot reach the Client's property or cancels services for reasons such as snow or a mechanical breakdown, then the above does not apply and there will be no charge.

2.5 If Edipaws Ltd arrive to collect the client's dog or to provide services and refuses receipt due to sickness, injury, season, or any set of circumstances that are out of our control, then payment in full is still required.

3. Payment

3.1 Payment Due: Payment is required weekly, on the first day of service for that week. For example, if the booking is Tuesday and Friday, payment for both services would be due on the Tuesday.

3.2 Holiday home is to be paid in full on receipt of the client's dog.

3.3 Method: Payment can either be cash or balance transfer. Cheques are not accepted. If payment is not received in accordance to these terms and conditions, Edipaws Ltd will not be obliged to honour booking arrangements.

Account details

WALKS: Lloyds, Edipaws Dog Walking. Sort Code: 30 91 91. Account: 33196268

REF: The client's pet name unless specified otherwise.

DAYCARE & HOLIDAY HOME: Barclays, Edipaws Ltd. Sort Code: 20 24 00. Account: 63360547.

REF: The clients pet name unless specified.

4. Food and medication

The client is to ensure all food and medication is available for collection with their dog along with clear instructions as to when and how food or medication is required.

5. Holiday Home

Under Rules and Regulation set by DEFRA in October 2018, for any dog to stay with Edipaws Ltd overnight, the following applies:

5.1 A photocopy of current vaccinations is to be supplied. Edipaws Ltd will not hold original copies.

5.2 **The Kennel Cough vaccination must NOT have been administered within 7 days prior coming to any service. The vaccination carries the virus and I will not be able to take your dog if this is the case.**

5.3 In accordance with clause 4, all food must be supplied in a labelled, air tight container with clear feeding instructions.

5.4 Whilst in the care of Edipaws Ltd, collars will be replaced with a collar containing Edipaws Ltd contact details.

5.5 Edipaws Ltd reserve the right to refuse receipt of any dogs in ill health. This includes any injuries that can cause any dog pain or discomfort and any dog displaying symptoms of any contagious disease or virus such as Kennel Cough, Fleas, Conjunctivitis and Diarrhoea.

6. Dog Requirements

6.1 Entire Males: It is important Edipaws Ltd is informed whether the clients dog has been neutered or spayed as we are unable to provide any services for full males over the age of 9 Months, however this is at the discretion of Edipaws Ltd. If a dog's behaviour is deemed to be unacceptable, the client will be made aware and services will be suspended with immediate effect, until the dog has been neutered.

6.2 Bitch in season: If a bitch comes in to season, services will be suspended for the duration of the 23 day season. Edipaws Ltd reserve the right to find alternative kennelling/place a dog in isolation if a bitch comes into season, until the client returns, at the client's own expense.

6.3 Edipaws Ltd will not be held responsible any 'mishaps' with reference to entire males and bitches in season. By enrolling an un-neutered dog or bitch into a social dog environment, the client is taking a risk and whilst Edipaws Ltd will do everything in their power to ensure males are neutered and that bitches in season are not allowed to attend, 'mishaps' may occur.

6.4 Vaccinations: It is the client's responsibility to ensure that necessary vaccinations up to date, as required by DEFRA. Microchipping is also a legal requirement. We will scan all dogs and log all dogs microchip numbers that are in our care.

7. Exercise

The client gives full permission for Edipaws Ltd to exercise their dog, either on or off lead, whichever is deemed to be the safest method in any environment, unless specifically specified by the client. If the client's dog requires breed-specific or age-related amounts of exercise, it is up to the client to agree this with Edipaws Ltd in writing before enrolling their dog.

8. Guardian of your dog

Whilst in the care of Edipaws Ltd, all staff members will treat the clients dog as if it was their own beloved pet. This includes any methods of care, training and medical attention that we feel is necessary and may include any of the following:

8.1 Where necessary if a dog becomes ill, we will place it in isolation until a vet, the client or the emergency contact is available to take the dog back, at the client's own expense.

8.2 If any treatment is required, all Edipaws Ltd staff members have completed a First Aid Training Course and will administer temporary treatment as advised on this course, which may include bandages, treatment for stings, respiratory, fit management and pain prevention.

8.3 If any dog requires veterinary attention, we will try and take them to the client's own vet, however if it is urgent, Edipaws Ltd reserve the right to take them straight to their own registered vet which is the *Priory Vet on Evesham Road in Reigate* who also have an in-house out of hours service. The client is responsible for all vet fees.

8.4 If the clients dog displays unwanted behaviour while in the care of Edipaws Ltd, and if the emergency contact cannot assist, we reserve the right to find alternative accommodation at the client's own expense until the client's return.

8.5 In the interest of safety for all Edipaws Ltd staff members and others, including other dogs in the care of Edipaws Ltd and the welfare for the client's own dog, Edipaws Ltd reserve the right to crate or muzzle, use a training lead, halti, bath, clean, brush, remove matts, faeces, clip nails and clean ears and eyes.

8.6 Should the client's dog be deemed unsuitable to join Edipaws Ltd at any point, Edipaws Ltd reserve the right to cancel any future bookings, with immediate effect.

8.7 Nothing on the contract shall limit or exclude Edipaws Ltd for loss of profits, sales, agreements, contracts or business.

9. Emergency

In the unlikely event of an emergency Edipaws Ltd requires full contact details for their client(s) and a separate emergency contact (Full name, phone number and address). If for any reason Edipaws Ltd is unable to reach the client or emergency contact, Edipaws Ltd;

9.1 reserve the right to make medical decisions on behalf of the client in the best interest of any pet.

9.2 expect the client to take responsibility for any costs (veterinary or other) incurred as a result of any damage, accident, or sickness to their dog, or caused by their dog, and will pay any such costs or expenses on demand.

10. Transportation

The client is aware that their dog may be transported with other dogs in an Edipaws Ltd vehicle. The client agrees that Edipaws Ltd cannot be held liable for death or injury to their dog in the event of a motor vehicle accident.

11. Drop off, Collection and Access

For insurance purposes, Edipaws Ltd can only attend the property for collections and drop offs where the consultation took place.

11.1 Edipaws Ltd will leave the client's pet as found in/on the designated property.

11.2 If the client's dog gets wet or muddy (which is highly likely), we will dry as best we can -- however it is up to the client to supply towels and cleaning materials, such as a hose, plus clear instructions as to where the dog should be left on their return.

11.3 The client appreciates a grooming service is not offered with services provided unless specifically requested and agreed, therefore a dog may well be returned in a wet and/or muddy condition.

11.4 Time windows for collection and drop offs are provided. However, these times are not guaranteed and can be effected by traffic and emergency situations. Edipaws Ltd reserve the right to change these times slightly, depending on circumstance, so that staff are able to reach all clients safely that day.

12. Insurance

Edipaws Ltd is fully insured to provide all services however it is important the client appreciates that dogs will be dogs and Edipaws Ltd will not be held responsible or liable in the unfortunate event of damage or injury to your pet or property, from providing any services required.

12.1 In agreeing to this clause the client accepts that they are able to insure their property and contents under a house and contents insurance policy.

12.2 The client is advised to inform their insurance providers of the arrangements with Edipaws Ltd in order to be covered under the pertinent insurance policies. The client confirms that the correct insurance policies (dog/pet/home/contents) are in place and insurance providers are aware that pet care providers will be attending the property to provide services.

13. By booking any services with Edipaws and/or permitting a dog to attend, the client has accepted these Terms and Conditions.

14. Before any service can be offered, Edipaws Ltd require the client to meet with a member of the Edipaws Ltd team, in the property that staff will be attending, with the client's pet(s), for a free, no obligation consultation. This is an important opportunity for Edipaws Ltd staff and the client to meet each other, and for us to ensure all the clients requirements will be met from us providing services and for Edipaws Ltd to ensure as best as we can, that pets are happy, healthy and friendly. The client is not required or obligated to book any services at any time.

15. The client allows/does not allow Edipaws Ltd to hold a key to their property.

16. The client allows/does not allow Edipaws Ltd to enter their property to retrieve/feed/access any pet as required.

17. The client allows/does not allow Edipaws Ltd to let their dog(s) _____ off the lead whilst in the care of Edipaws Ltd.

18. The client allows/does not allow Edipaws Ltd to let their dog(s) _____ socialise in a group of dogs of all ages and sizes that Edipaws Ltd deems fit.

19. The client has explicitly confirmed that their dog has no history of aggression or anti-social behaviour.

20. The client gives full permission for their dogs images to be used on Edipaws Ltd promotional material and Edipaws Ltd social media in any format that Edipaws Ltd feels is appropriate – e.g. photos / video clips.

21. If for any reason Edipaws Ltd is unable to get to your beloved pet due to sickness, injury or if a vehicle breaks down, Edipaws Ltd reserve the right to ask a trusted friend to enter the client's property to provide any service required, to ensure any pet is not left for a long period or until the client returns.

22. If for any reason the clients dogs vaccination lapse, the client takes full responsibility for any possible consequences that may result, such as sickness, and the client will be responsible for any subsequent expenses, including vet fees, for their own dog and any other dog(s) that may be effected by this.

23. Socialisation

It is in the client's interest to tell Edipaws Ltd if their dog has any problems socialising. The client is liable for any injury caused by their dog, to any person or pet.

Edipaws Ltd will do their best to ensure all dogs in their care are healthy, happy and safe, but it is important to recognise that dogs will be dogs, they are live animals and although extremely rare, incidents may happen. Edipaws Ltd cannot be held liable for injuries or illness that any animal may incur or inflict.

Below, the client must make Edipaws Ltd aware of how their dog behaves when they see or hear any of the following -- to include all positive and negative behaviours:

Other dogs/bitches

Horses/ Sheep/ Cows

Traffic

Cyclists

Joggers

Sirens/ Fireworks/ Gunshots

24. Entire agreement

This agreement constitutes the entire agreement between the parties and supersedes and cancels all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

Edipaws Ltd reserve the right to amend these terms and conditions at any point, and it is important the client keeps an eye on any updated versions which are permanently available to view at www.edipawsdogwalking.co.uk

The client has paid particular attention to clause 6.4 and understands that the Kennel Cough vaccination must NOT have been administered within 7 days prior to any service. The Kennel Cough vaccination is a live vaccine and carries the virus.

Signed (Client) _____

Printed _____

Date _____

Dog/Pets name _____

Breed _____