



Terms and Conditions

1. All pets must be registered with us before we can provide dog walking or home visit services. We will require details about your pet's health, history, habits, likes and dislikes and we should like to meet your pets in their home environment. This will be done by an initial home visit which is free of charge.
2. All dogs will be exercised on a lead unless a prior agreement has been reached and the disclaimer form has been signed.
3. It is also requested that all pets are up to date with their vaccinations, worm and flea treatments, and in accordance with the control of dogs order, dogs should wear a collar and tag with the name, postcode and telephone number of the owner.
4. We request adequate supplies are left for your pet whilst in our care (food, treats, cat litter etc) if additional supplies are needed these will be purchased and added to the final bill.
5. If you have provided us with keys they will only be used to collect and return your dog/pets to your home. Keys will be returned on demand, all keys are tagged and stored in a secure location. We do not write your address on these tags.
6. Whilst we will look after your pet as you would yourself and make every effort to ensure your pets safety, we cannot be held liable for any loss, injury or death to your pet either inside or outside of the home whilst in our care.
7. We are fully insured by Cliverton Insurance but request all pets are covered by their own insurance. We reserve the right to refuse a booking if this is not the case.
8. All payment for services are to be made up front via cash, cheque or bank transfer.