*WICKED WAGGLES

Terms and Conditions

1 General

- 1.1 All dogs/pets will be subject to an initial assessment by Wicked Waggles Dog Walking Services prior to commencement. This will be in the form of a "meet and greet session" lasting up to 60 minutes with the client and dog(s), including a short walking assessment.
- 1.2 Wicked Waggles Dog Walking Services shall perform the services in an attentive, reliable, and caring manner, using all reasonable skill and care. The services offered will comply with relevant animal welfare laws and best practices in dog care.
- 1.3 The client agrees to notify Wicked Waggles Dog Walking Services immediately if their pet experiences any significant behavioural changes that could result in aggression or injury to themselves or others. Wicked Waggles Dog Walking Services reserves the right to refuse service to any dog/pet deemed to be, or have the potential to be, dangerous or disruptive.
- 1.4 It is the sole responsibility of the client to ensure Wicked Waggles Dog Walking Services is fully aware of any health issues affecting the pet, including past health conditions. Wicked Waggles Dog Walking Services cannot be held liable for any issues resulting from undisclosed information.
- 1.5 In extreme weather conditions, Wicked Waggles Dog Walking Services reserves the right to adjust or cancel scheduled services if it is deemed unsafe for the pet (e.g., during thunderstorms or extreme heat).
- 1.6 The client agrees that Wicked Waggles Dog Walking Services is not responsible for any lost, stolen, or damaged pet equipment, although every effort will be made to ensure the safe return of items where applicable.
- 1.7 The client agrees to take necessary measures to ensure their pet remains free of contagious, infectious, or communicable diseases, and to notify Wicked Waggles Dog Walking Services of any illness their pet may have been exposed to. Wicked Waggles Dog Walking Services reserves the right to refuse service until the pet is medically cleared.
- 1.8 In the event of the pet falling ill or sustaining an injury while in the care of Wicked Waggles Dog Walking Services, every effort will be made to contact the client. If contact cannot be made, or in the case of an emergency, Wicked Waggles Dog Walking Services is authorised to seek veterinary treatment at the client's expense.
- 1.9 The client consents to the use of photographs and videos of their pet for promotional purposes, provided the relevant consent form has been signed.
- 2. Dog Walking, Training, and Other Services
- 2.1 The client agrees to ensure their dog has not eaten within one hour prior to their scheduled walk to avoid the risk of bloat (aastric torsion).
- 2.2 Wicked Waggles Dog Walking Services may offer solo and group dog walking services. The client accepts that minor injuries may occur during normal dog play, despite the best efforts to supervise.

- 2.3 Training Protocols: By agreeing to these terms and conditions, the client consents to Wicked Waggles Dog Walking Services providing basic training to their dog during its stay, as part of our care protocol. This includes training focused on improving behaviour, obedience, and safetu.
- 2.4 Use of Training Tools: Wicked Waggles Dog Walking Services reserves the right to use training tools deemed necessary for the safety and wellbeing of the dog. These tools may include, but are not limited to, slip leads, harnesses, long lines, and similar equipment. These tools will only be used when deemed essential for the dog's training, safety, or control during walks or other activities.
- 2.5 Dogs will only be allowed off-lead once the off-lead consent form has been signed and only if Wicked Waggles Dog Walking Services deems it safe and appropriate.
- 2.6 The client is solely responsible for any harm or damage caused by their dog while under the care of Wicked Waggles Dog Walking Services and agrees to indemnify Wicked Waggles Dog Walking Services against any third-party claims arising from such harm or damage.
- 2.7 All dogs must be fully vaccinated, including flea and worm control. If the client fails to disclose a contagious illness, they may be liable for any resulting treatment costs for other affected animals.
- 3. Cancellation Policu
- 3.1 Pack Walks: Cancellations must be made at least 24 hours in advance. Failure to provide sufficient notice may result in the full session fee being charged.
- 3.2 Doggy Daycare: Cancellations must be made at least 48 hours in advance. If cancelled with less than 48 hours' notice, the full fee will be charged.
- 3.3 Boarding: A minimum of 2 weeks' notice is required for any cancellations of dog boarding services. If cancelled with less than 2 weeks' notice, 50% of the fee will be charged. Full payment will be charged for cancellations made within 7 days of the scheduled boarding date.
- 4. Slander and Defamation
- 4.1 Definition of Slander and Defamation: Slander refers to spoken false statements, and defamation includes any false statements (spoken or written) that may harm the reputation of Wicked Waggles Dog Walking Services or its representatives.
- 4.2 Prohibition: Clients agree not to make or communicate any false, defamatory, or misleading statements about Wicked Waggles Dog Walking Services, its employees, or representatives to third parties including through public platforms such as social media or review sites.
- 4.3 Legal Action: Wicked Waggles Dog Walking Services reserves the right to pursue legal action in response to any defamatory statements, including seeking compensation for reputational damage or
- 4.4 Resolution: Clients with concerns or complaints are encouraged to raise them directly with Wicked Waggles Dog Walking Services to avoid any public miscommunication or misrepresentation.
- 5. Pet Visits and Property Care
- 5.1 The client must provide adequate cleaning supplies for any pet waste, and Wicked Waggles Dog Walking Services will use these to clean up after the pet to the best of their ability.
- 5.2 Wicked Waggles Dog Walking Services is not liable for any damage caused by the client's pet to property or possessions during the client's absence.
- 5.3 Where keys are provided, they will be stored securely and coded to ensure privacy. Keys will be returned upon completion of the agreement, provided all fees are settled.

6 Insurance

6.1 Wicked Waggles Dog Walking Services is fully insured, including public liability insurance. It is the client's responsibility to ensure their home and pets are adequately insured, and to notify their insurance provider that Wicked Waggles Dog Walking Services will have access to the property.

7. Payment Terms

- 7.1 Wicked Waggles Dog Walking Services will issue invoices on a bi-weekly basis (every two weeks) for services rendered in the prior two weeks. Clients are required to settle these invoices within 7 days of receipt.
- 7.2 Pauments can be made via cash or bank transfer. Bank details will be provided on the invoice.
- 7.3 Any additional fees for emergency care or unexpected costs (e.g., vet visits, transportation, or supplies) will be included in the next invoice. Proof of receipts will be provided where applicable.
- 7.4 Failure to settle invoices within the 7-day period may result in the suspension of services until payment is received, and Wicked Waggles Dog Walking Services reserves the right to terminate the agreement if payments remain outstanding after 28 days.

8 Termination

8.1 This agreement may be terminated by either party with a minimum of 28 days' notice in writing. Wicked Waggles Dog Walking Services may terminate the agreement with immediate effect if any fees remain unpaid after 28 days.

9. Governina Law

9.1 This agreement shall be governed by and construed in accordance with the laws of England, and anu disputes will be subject to the exclusive jurisdiction of the courts of Enaland.

10. Force Majeure

10.1 Neither party shall be held liable for any failure to perform due to circumstances beyond their control, including but not limited to war, fire, flood, or governmental restrictions.