



Daddy Dog Terms and Conditions

1. These terms

- 1.1. **What these terms cover.** These are the terms and conditions on which Daddy Dog will supply services to you (and your dog(s)).
- 1.2. **Why you should read them.** Please read these terms carefully before you use Daddy Dog's services. These terms tell you about how Daddy Dog will provide services to you, what to do if there is a problem and other important information.

2. Contact

- 2.1. **How to contact us.** You can contact Daddy Dog by telephone on 07551 780613 or by writing to Daddy Dog at info@daddydog.co.uk.
- 2.2. **How we may contact you.** If Daddy Dog needs to contact you this will be done by telephone or by writing to you at the email address or postal address you provide to us. Please do let us know if any of these details require updating.

3. Let's get started

- 3.1. **Initial consultation.** Daddy Dog's services will be subject to an initial consultation. The initial consultation is free of charge and is a really important part of making sure Daddy Dog's services are correct for your dog(s). As part of the initial consultation you will be asked to confirm that your dog(s) is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
- 3.2. **Sometimes we need to refuse dogs.** For the safety and care of the dogs we walk Daddy Dog reserves the right to refuse admission to any dog deemed in their absolute discretion

to be, or have the potential to be, dangerous or disruptive. This may include, but is not limited to, dogs over the age of one (1) who are unneutered or dogs who require special measures to be able to walk them safely (such as muzzles). We also cannot accept your dog(s) if you fail to provide adequate proof of up-to-date vaccinations (including bordetella) or if you fail to comply with your responsibilities as set out in section 4.1 (below), or otherwise in these terms. If we are unable to accept your dog(s), we will inform you of this.

4. Your responsibilities.

- 4.1. **What we require from you.** To ensure a safe environment for all the dogs within our care, it is your responsibility to ensure that your dog:
 - 4.1.1. is microchipped and wearing an ID tag;
 - 4.1.2. is continuously free of and has not been exposed to contagious, infectious, or otherwise communicable diseases. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites; and
 - 4.1.3. has not eaten in the hour before pick up by Daddy Dog to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).

5. How services will be performed and when they might not be

- 5.1. **When we will provide the services.** Daddy Dog will supply the services to you on such dates and at such times that have been agreed with you.
- 5.2. **When our services may change.** In extreme weather (e.g. very hot weather or heavy snow) walks may be shorter to ensure the comfort of the dogs. This will be at Daddy Dog's discretion.
- 5.3. **Reasons we may suspend or stop your services or be unable to provide services.**
- 5.3.1. If you have asked us to pick up your dog(s) and we cannot access your property as arranged we will be unable to carry out our services and you will remain liable for all fees and any additional costs incurred by us as a result.
- 5.3.2. If you do not pay us for the services when you are supposed to and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend our services to you until you have paid us the outstanding amounts.
- 5.3.3. If your dog displays any unwelcome, aggressive, proactive, or dangerous behaviour Daddy Dog reserves the right to immediately terminate any provision of services or will have to arrange special services for your dog during this time (such special services may incur a higher price).
- 5.3.4. Daddy Dog may choose not to walk bitches while in season or pregnant or will have to arrange special services for your dog during this time (such special services may incur a higher price).
- 5.3.5. If you have an ad hoc arrangement with Daddy Dog we may not be able to provide our services if we do not have capacity. Daddy Dog will always endeavour to find a workable solution but priority will be given to those who have regular bookings.

6. If there is a problem with the services

- 6.1. **How to tell us about problems.** If you have any questions or complaints about the services, please contact us on the details set out above. Or, please come and speak to Daddy Dog.

7. Price And Payment

- 7.1. **Where to find the price for the services.** The price of the services will be the price set out in our price list unless we have agreed another price in writing.
- 7.2. **When you must pay and how you must pay.** We will invoice you for the price of the services when we have completed them. You must pay each invoice within 7 calendar days after the date of the invoice.
- 7.3. **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know.

8. Cancelling

- 8.1. **Cancelling individual booked services.** Daddy Dog does not charge for cancellations with adequate notice. However, cancellations made with less than 48 hours' notice will be charged the full value of that service.
- 8.2. **Cancelling ongoing services.** If you wish to terminate ongoing services you must give Daddy Dog a minimum of 2 weeks' notice. Failing this, Daddy Dog reserves the right to charge full payment for both weeks.

9. Liability and emergencies

- 9.1. **Damage caused by your dog.** You are responsible for any and all harm or damage caused by your dog while it is under the care of Daddy Dog. This will include, but is not limited to, medical expenses and damages resulting from any injury to Daddy Dog and its staff or to other persons by the dog. You agree to indemnify Daddy Dog in full against any liability arising from such harm or damage to third parties.
- 9.2. **Property and belongings.** Daddy Dog is not responsible for any loss or damage to your property or any lost, stolen, or damaged leads, collars, tags, clothing or any other item you leave with your dog.
- 9.3. **Co-mingling of dogs.** Daddy Dog offers services where dogs co-mingle in groups.

You agree and accept that during the course of normal dog play your dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.

- 9.4. **Veterinary treatment.** You must provide Daddy Dog with the name and contact number of someone with authority to make decisions relating to your dog(s) care in an emergency. During such an emergency, if the emergency contact is not available or their details have not been provided, you authorise Daddy Dog to transport your dog(s) to a listed veterinarian or request on-site treatment from a veterinarian or transport your dog(s) to an emergency clinic if the previous two options are not feasible. You agree that Daddy Dog may use its sole discretion in choosing the best care option for your dog(s) and that Daddy Dog cannot be held liable for any injury or death of your dog(s). You will be responsible for the full cost of treatment of any injuries or illness that your dog receives while under the care of Daddy Dog, together with any associated costs e.g. call-out charges.
- 9.5. **Illness.** You agree and accept that even though your dog(s) is vaccinated against Bordetella (Kennel Cough) there is a chance that your dog(s) can still contract Kennel Cough. You agree that you will not hold Daddy Dog responsible if your dog(s) contract Kennel Cough whilst in the care of Daddy Dog.

10. Insurance

- 10.1. **Daddy Dog's insurance cover.** Daddy Dog has insurance which covers public liability to animals in care, custody or control and bodily

injury to third party persons, arising from their activities. However, Daddy Dog and its staff and associates will not be responsible for any injury or fatality of a pet whilst in their care.

11. How We May Use Your Personal Information

- 11.1. **How we will use your personal information.** We will only use your personal information as set out in these terms and our Privacy Policy (you can find this on our website).

12. Photos, videos, images

- 12.1. **Taking and using pictures of your dog.** You consent to your dog(s) being photographed, videotaped and used in any media or advertising by Daddy Dog without the need of your prior approval. All such media remains the property of Daddy Dog.

13. Other Important Terms

- 13.1. **If part of this contract is considered unlawful, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 13.2. **Variation.** No variation of these Terms and Conditions will have effect unless confirmed by Daddy Dog in writing.
- 13.3. **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.

By signing this document you confirm your acceptance of the Terms and Conditions

Signed: _____

My dogs name: _____

Name: _____

Date: _____



Daddy Dog, 17 Kestrel Close, Marchwood, Southampton, SO40 4XL

www.daddydog.co.uk

Document Version 1.2 January 2020



Daddy Dog – Confirmation and consent Form

I confirm:

The information I have given during my consultation with Daddy Dog is true, correct and complete to the best of my knowledge.

Daddy Dog has the right to allow my dog off the lead (unless this has otherwise been agreed in writing) and I understand that all terms and conditions remain the same.

Daddy Dog has permission to hold keys to my property, which I have provided willingly.

That I understand exactly what Daddy Dog will be liable for (and what they will not be liable for) as set out in the terms and conditions.

I am happy to receive marketing communications from Daddy Dog.

Signed: _____

Name: _____

Date: _____



Daddy Dog, 17 Kestrel Close, Marchwood, Southampton, SO40 4XL

www.daddydog.co.uk

Document Version 1.2 January 2020



Daddy Dog – Emergency Contact Details

Contact number 1

Name	
Address	
Email address	
Telephone number	
Alternative telephone number	

Contact number 2 (for use in case of emergencies)

Name	
Address	

Email address	
Telephone number	
Alternative telephone number	

Veterinary Clinic details

Name of clinic	
Name of vet	
Address	
Email address	
Telephone number	
Emergency/Out of hours telephone number	
Any important information about the health of your dog(s)	

--	--



Daddy Dog, 17 Kestrel Close, Marchwood, Southampton, SO40 4XL

www.daddydog.co.uk

Document Version 1.2 January 2020