



## 1. Bookings

All bookings must be with Edipaws 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 unless pre booked and confirmed. 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 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 that the booking has been confirmed.

**Please note.** The Edipaws phones are highly likely to be switched off from 6pm – 8.30am Mon to Friday, weekends and 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 stay in Heidi's home, so spaces are very limited, and it is advisable to book and pay deposit as soon as you have confirmed dates. Please note holiday booking are not confirmed until a deposit is received.

## 2. Cancellations

(2.1) Ad hoc - Please inform Edipaws 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-transferable 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 charged. (2.4) if for any reason Edipaws 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) for safety reasons we cannot travel with dogs in any weather extremes, be it heat, snow or storm. You will be informed with as much notice as possible if this seems likely. (2.6) If Edipaws 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, by Monday of the booked week. For example, if the booking is Tuesday and Friday, payment for both services would be due on Monday. (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 will not be obliged to honour booking arrangements. It is preferred that a direct debit for regular bookings is set up. Late Payments may incur a £5 admin fee

Payment REF: The client's pet name and road name.

## 4. Food and medication

The client is to ensure all food and medication is available for collection with their dog along with clear written instructions as to when and how food or medication is required. (4.2) the client shall ensure your dog is fully vaccinated as per current veterinary advice and shall provide Edipaws with a current copy of latest vaccinations (or Titer test) annually. (4.2) If for any reason the client's dog's vaccination lapse, the dog shall not be able to be booked for services and the client takes full responsibility for any possible consequences that may result, such as sickness. The client will be responsible for any subsequent expenses, including vet fees, for their own dog and any other dog(s) that may be affected by this.

## **5. Holiday Home**

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

(5.1) a photocopy of current vaccinations is to be supplied. Edipaws 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 we 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, airtight container with clear feeding instructions, taped to the container supplied (5.4) Whilst in the care of Edipaws collars/tags may be replaced with one containing Edipaws contact details. (5.5) Edipaws 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. (5.6) as your dog will be loved and cuddled in Heidi's home, we would very much appreciate collecting a dog that is free from excessive odour and dirt to begin their stay.

## **6. Dog Requirements**

(6.1) Entire Males: It is important Edipaws is informed whether the client's 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. 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 into season, services will be suspended for the duration of the 23-day season. The client is required to inform us the first day they are aware their dog is in season ASAP so we can work out and agree a return date. Edipaws 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 will not be held responsible for any accidental mating 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 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. (6.5) Microchipping is also a legal requirement. And we will require a dog's microchip number before starting services with us. We may scan all dogs and log all dogs microchip numbers that are in our care.

## **7. Exercise**

The client gives full permission for Edipaws to exercise their dog, either on lead or off lead (if permission is granted), whichever is deemed to be the safest method in any environment, unless specifically informed 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 in writing before enrolling their dog.

## **8. Guardian of your dog**

Whilst in the care of Edipaws, all staff members will treat the client's dog as if it was their own beloved pet. This includes any methods of care, reward-based training basic grooming and health checks 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) All Edipaws 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 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 client's dog displays unwanted behaviour while in the care of Edipaws, 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 staff members and others, including other dogs in the care of Edipaws and the welfare for the client's own dog, Edipaws 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 continue services at Edipaws at any point, Edipaws reserve the right to cancel any future bookings, with immediate effect. (8.7) nothing on the contract shall limit or exclude Edipaws for loss of profits, sales, agreements, contracts or business.

## **9. Emergency**

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

(9.1) Edipaws reserve the right to make medical decisions on behalf of the client in the best interest of any pet. (9.2) Edipaws 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 vehicle, sometimes (once established) in a shared space/crate. The client agrees that Edipaws 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 can only attend the property for collections and drop offs where the consultation took place.

(11.1) Edipaws will leave the client's pet as found in/on the designated property. Adhering to any instructions given. (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 affected by traffic and emergency situations. Edipaws reserve the right to change these times slightly, depending on circumstance, so that staff can reach all clients safely that day. Collections are 8.15 – 10.30am and returns are between 3.30 and 5.30pm as best we can. You should ensure your dog is ready for the earliest times within that window to avoid delay for other clients please. (11.5) If for any reason Edipaws is unable to get to your beloved pet due to sickness, injury or if a vehicle breaks down, Edipaws 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.

## **12. Insurance and Access**

Edipaws is fully insured to provide all services however it is important the client appreciates that dogs will be dogs and Edipaws 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 in order to be covered under the pertinent insurance policies. By using Edipaws, 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. (12.3) The Client will provide Edipaws with two sets of keys for access or provide access to a key safe at the property. The client understands we may need to share this information with SELECT members of Edipaws staff for the purpose of collecting and dropping home your dog(s) only. (12.4). Before any service can be offered, Edipaws require the client to meet with a member of the Edipaws 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 staff and the client to meet each other, and for us to ensure all the client's requirements can be met, providing services and for Edipaws 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.

13. The client gives full permission for their dog's images to be used on Edipaws promotional material and Edipaws social media in any format that we feel is appropriate – e.g. photos / video clips.

## **14. Socialisation**

It is in the client's interest to tell Edipaws if their dog has any problems socialising. The client is liable for any injury caused by their dog, to any person or pet. (14.2) Edipaws 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 cannot be held liable for injuries or illness that any animal may incur or inflict.

**Please read and delete as appropriate:**

15. The client allows/does not allow Edipaws to hold 2 sets of keys to access their property or provide a key safe and code.
16. The client allows/does not allow Edipaws to pet/check/brush their dog any pet as required to ensure from time to time the dog is in good general health and free from ticks, fleas and other, although daily checks from owner should be standard and we remind you that we CANNOT take dogs if fleas are evident or suspected until a FULL course of treatment is undertaken.
17. The client allows/does not allow Edipaws to let their dog(s) off the lead whilst in the care of Edipaws.
18. The client allows/does not allow Edipaws to let their dog(s) socialise in a mixed group of dogs of all ages and sizes that Edipaws deems fit.
19. The client explicitly confirms/does not confirm that their dog has no history of aggression or anti-social behaviour towards humans or other dogs.

Below, the client must make Edipaws 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

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Horses/ Sheep/Cows/Cats/Children

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Traffic/Vehicles/Cyclists/Joggers

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Sirens/ Fireworks/ Gunshots (e.g. clay pigeon shots)/Thunder/Loud Bangs

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**21. 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 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](http://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 \_\_\_\_\_

Email of owner \_\_\_\_\_

Printed \_\_\_\_\_ Date \_\_\_\_\_

Dog/Pets name \_\_\_\_\_ Breed \_\_\_\_\_