



Further Information + Terms and Conditions

Carolyn Foster is a sole trader trading under the business name Woofs of Windsor.

Woofs of Windsor has Pet Business Insurance, which incorporates public liability insurance.

Woofs of Windsor recommend that the Dog Owner has pet insurance for their dog.

All dogs must be up to date with vaccinations (including kennel cough) and be on regular flea and worm control treatment. The Dog Owner must provide a copy of a valid vaccination certificate for their pet. The Dog Owner must inform Woofs of Windsor if their dog contracts any infectious condition. Unfortunately Woofs of Windsor cannot provide any pet care services for a dog with an infectious condition until the dog has recovered and has been cleared by a vet.

Woofs of Windsor undertakes to notify the Owner of any occurrence pertaining to the dog which may be relevant to the care and well-being of the dog.

Governing Law & Jurisdiction: The contract between the Dog Owner and Woofs of Windsor shall be governed and construed in accordance with English law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

Permissions - The Dog Owner will be deemed to have accepted the Woofs of Windsor Terms and Conditions, as set out here and in the contract, upon signing the completed contract. All bookings for Woofs of Windsor services will be subject to these terms and conditions. The Terms and Conditions may be subject to change occasionally. Any changes will be brought to the attention of Woofs of Windsor clients and the latest version will always be available on the Woofs of Windsor website. A hard copy or soft copy can also be supplied on request.

The Dog Owner must provide Woofs of Windsor with an alternative contact person capable of making a decision relating to their dog(s) in an emergency. The details of the dog's usual vet will also be required. The vet will be contacted if Woofs of Windsor is unable to contact either the dog owner or the alternative contact person. A signed veterinary release form will be required, giving the dog owner's consent for Woofs of Windsor to transport your pet to the vets for treatment, if required, and for the vet to treat your pet. However, in the case of an emergency the closest vet will be used.

Bookings - Woofs of Windsor cannot confirm a booking for any of the services on offer before an initial free consultation visit to your home has been carried out to discuss requirements. At that time, if my services are required, all the necessary paperwork will be completed and signed by both parties. Bookings for new dogs are always taken on a trial basis for both parties (the Dog Owner and Woofs of Windsor). Unfortunately, bookings cannot be accepted for dogs who have serious behavioural issues or are aggressive towards either dogs or people.

Payment for Dog walking and Home Visits – full payment of the agreed fee is due by the end of the week in which the service has taken place.

Charges and Payment - The current applicable charges for Woofs of Windsor services are detailed on the Woofs of Windsor website. These will be confirmed and recorded during the initial consultation. When it is necessary to review these charges, existing customers will be notified.

My preferred method of payment is bank transfer, with cash as an alternative. The Dog Owner will be sent an invoice which will include the necessary details for on-line payment, as well as the due date. A receipt will be sent to confirm each payment that has been received.

Termination of the Contract by Woofs of Windsor - The Dog Owner must inform Woofs of Windsor of any serious traits or problems with your animal(s) in advance. Should any dog become aggressive or dangerous, Woofs of Windsor may terminate the contract with immediate effect. Any wrong or misleading information in the Owner's

Information or Pet Information sheets may constitute a breach of terms of the Dog Walking Contract or Home Visits Contract and be grounds for instant termination thereof. Termination under the circumstances described in this section shall not entitle the Dog Owner to any refunds nor relief of any outstanding payments due.

Cancellation

Service	Cancellations by the Dog Owner	Cancellation by Woofs of Windsor
Dog walking and Home visits	<p>Cancellation by the Dog Owner of a scheduled service that is no longer required must be made by phone, email, message or in person. It is deemed to be cancelled when receipt of the cancellation is confirmed by Woofs of Windsor.</p> <p>Should it be necessary to cancel a scheduled service, this should be done with as much notice as possible. A minimum of 48 (forty eight) hours notice of cancellation is required in order to avoid being charged at the full rate.</p>	<p>Where Woofs of Windsor, as a sole trader needs to cancel a scheduled service due to unforeseen circumstances, Woofs of Windsor may appoint a substitute with the written approval of the Dog Owner and any difference in the fees charged shall be for the account of Woofs of Windsor.</p>

Keys & Security – The Dog Owner gives Woofs of Windsor permission to enter their property to carry out the booked service at the arranged date and time. Woofs of Windsor warrants to keep safe and confidential all personal information of the Dog Owner. Woofs of Windsor warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Owner and to return same to the Owner at the end of the contract period or immediately upon demand.

Pet waste - Woofs of Windsor will supply and be equipped with a scooper and waste bags and will duly remove the dog's faeces from all public places. This will be disposed of in a public bin; however, it may sometimes be necessary to bring the waste back to dispose of in the Dog Owner's outside waste bin.

Emergencies - In the event of an emergency, Woofs of Windsor shall contact the Dog Owner at the numbers provided to confirm the Owner's choice of action. If the Owner cannot be reached, Woofs of Windsor is authorized to:

- Transport the pet(s) to the listed veterinarian
- Request on-site treatment from a veterinarian
- Transport the pet(s) to an emergency clinic if the previous two options are not feasible.

Woofs of Windsor is released from all liability related to transporting dog(s) to and from any veterinary clinic or kennel, the medical treatment of the dog(s) and the expense thereof.

Liability - It is the Dog Owner's responsibility to ensure that their property, its contents and pets are adequately insured

Woofs of Windsor accepts no liability for any breach of security or loss or damage to the Owner's property if any other person has access to the property during the term of the contract.

Woofs of Windsor shall not be liable for any mishap of whatsoever nature which may befall a dog or be caused by a dog who has unsupervised access to the outdoors at the property.

The Owner shall be liable for all medical expenses and damages resulting from an injury to the Service Provider caused by the dog, as well as any damage to the Owner's property.

Woofs of Windsor will not be held liable for any theft or damage to your property or illness/injury to your pet unless we can be shown to be negligent.

Woofs of Windsor will not be liable for any injury, disappearance or death of any cat, small pet or birds that bolts out of the door upon entry to your property to provide the booked service. Please ensure that extra precautions are in place to prevent this happening and that Woofs of Windsor are aware of the presence of the pet.

Terms, Conditions and Information applicable to Dog walking

The Control of Dogs Order 1992 states that "Every dog while on a public highway or place of public resort must wear a collar with the name and address of the owner inscribed on it, or a plate or badge attached to it". The Dog Owner must therefore always provide a suitable lead and collar or harnesses that complies with this law to enable Woofs of Windsor to walk your dog. Woofs of Windsor will not be held liable for any injury or any damage caused or incurred by the Dog Owner's dog escaping due to an ill-fitting or faulty collar / harness. Please also supply a coat if this is required. If the dog uses or has EVER used a muzzle, this must also be provided for use, if and when required. All dogs must be provided with a well-fitting collar / harness.

In the case of group walks, Woofs of Windsor reserves the right to walk other compatible dogs at the same time but undertakes to limit the number of dogs walked with one person to 4 (four). Woofs of Windsor reserves the right to refuse or discontinue group walks for any dog deemed to be unsuitable for group walks. Solo dog walks are offered as an alternative. Details of 1:1 dog walks are available on the Woofs of Windsor website.

Unfortunately, it is not possible to offer group walks for un-spayed bitches whilst they are 'in season'. Solo walks on the lead or home visits and play in your garden are available as an alternative. Details and costs are available on the Woofs of Windsor website. The Dog Owner is responsible for providing deodorant spray if a 1:1 walk is booked for a bitch 'in season'. Woofs of Windsor cannot be held responsible for any unwanted pregnancy.

During hot weather, all dog owners must provide a dog water bottle for their dog. Should an individual water bottle not be provided, your dog may need to share a communal water bowl and/or water bottle that may have been used by other dogs that day.

Towels should be provided if you wish your dog to be wiped down following the walk especially in prolonged wet weather, as Woofs of Windsor may run out of clean, dry towels.

Pick-up and Drop-off – Woofs of Windsor must be able to park outside the Dog Owner's property or nearby at the arranged date and time in order to provide the booked service. In the case of group dog walks there may be other dogs in the vehicle, so it must be possible to effect a quick pick-up and drop off of your dog for the wellbeing of the group.

Entire Agreement: These terms and conditions, together with the documents identified below will constitute the entire agreement between the Dog Owner and Woofs of Windsor to the exclusion of any other terms whatsoever, including any terms or conditions you purport apply under any other written or oral communication with me. At my discretion, I may agree to a waiver or variation of these terms provided that it is agreed in advance and is in writing signed by me, the owner of Woofs of Windsor. The following documents all form part of the contract as a whole:

- Dog Walking Contract
- Pet Information Sheet
- Veterinary Release Form (and Pet Owner Information)
- Off Lead Permission Form (where applicable)

Woofs of Windsor shall not be obliged to perform any other duties except those specified on the Pet Information sheet and Pet Owner's Information form.

Terms, Conditions and Information applicable to Home visits

I will clean up any mess made by your puppy or older dog to the best of my ability. It is the responsibility of the Dog Owner to provide the necessary cleaning supplies: poo bags, bin bags, kitchen roll, cleaning products etc. Please ensure that Woofs of Windsor is aware of where these supplies are safely stored.

Woofs of Windsor cannot be held responsible any stains to your flooring caused by your pet.

Woofs of Windsor reserve the right to charge for any additional time spent cleaning up in the event of an excessive amount of mess, at the usual rate charged for home visits.

I can feed your puppy or older dog, if necessary, during the home visit. It is the responsibility of the Dog Owner to ensure that feeding bowls, water bowls and food are available. Please ensure that Woofs of Windsor is aware where these are kept and the quantity required.

Woofs of Windsor will follow instructions to administer medications as requested by the Dog Owner, but cannot be held responsible for any complications that arise as a result.

Entire Agreement: These terms and conditions, together with the documents identified below will constitute the entire agreement between you and us to the exclusion of any other terms whatsoever, including any terms or conditions you purport apply under any other written or oral communication with us. At our discretion, we may agree to a waiver or variation of these terms provided that it is agreed in advance and is in writing signed by the owner of Woofs of Windsor. The following documents all form part of the contract as a whole:

- Home visits contract
- Pet Information Sheet
- Veterinary Release Form (and Pet Owner Information)

Woofs of Windsor shall not be obliged to perform any other duties except those specified on the Pet Information sheet and Pet Owner's Information form.

Parking – Woofs of Windsor must be able to park outside the Dog Owner's property or nearby at the arranged date and time for the duration of the booked service, in order to provide this service. If there is likely to be a problem with parking, it is important that you advise Woofs of Windsor where they will be able to park in order to provide the service. Any parking charges will be added to the bill. The Dog Owner must provide Woofs of Windsor with a parking permit, if one is required.