



Terms & Conditions

All bookings are subject to these Terms and Conditions. PAWWS reserve the right to make changes to the Terms and Conditions when deemed necessary, and you the client agree to these terms.

All charges are set out on PAWWS website and price list. The client agrees to these charges for the services booked.

For all services no booking will be confirmed without the relevant forms, deposits (or payments) and Terms and Conditions being received and signed.

The client gives PAWWS permission to enter and visit their property to carry out the booked service at the arranged date and time.

It is the clients responsibility to ensure their dog is up to date with vaccinations, flea/tick and worming treatments.

PAWWS is not held liable for any injury or damage caused or incurred by the clients pet escaping because of faulty or ill-fitting lead/collar.

PAWWS may terminate any booking/agreement immediately if it is thought the pet is badly behaved or aggressive either towards humans, animals or property. The client is liable if the pet injures any 3rd party, property or other animal.

PAWWS must be told of any characteristics or traits that could void insurance cover and cause for dogs/pets to be unsuitable for walking or home visits.

In accordance with the *control of dogs 1992* any dog in a public place MUST wear a collar with the name and address including postcode of the owner engraved or written on it or on a tag whether the dog is chipped or not.

For pets that are micro-chipped it is the clients responsibility to ensure the correct details are held by the necessary company, in the unlikely event their pet is lost.

PAWWS is insured for Public Liability, Care, Custody and Control and Products Liability, and advises all clients to ensure their pet is insured. PAWWS reserve the right to refuse a booking for any animal not insured.

All payments due (unless otherwise stated e.g boarders), must be paid for in advance or within 7 days of invoice either by cash, cheque, bank transfer or RBS Worldpay.

Terms and Conditions Home/Day Boarding

Clients will ensure their dog is clean, with up-to-date vaccinations, flea and anti-worm treatments. Proof of vaccinations MUST be shown at time of arrival, a copy will be taken for records. Charges are made per night that a dog is resident. For example a one week booking from Saturday to Saturday would be 7 nights. If departure of dog is after 11.00am on the last day of booking a £12.00 day rate will apply.

No booking will be confirmed until the relevant booking forms, deposit, Terms and Conditions have been signed and received. PAWWS will carry out a trial session with the proposed boarder and reserve the right to refuse the booking if necessary. All bookings are made in line with conditions set out within the licence issued to PAWWS by Fife Council for home/day boarding and all proposed boarders meet the criteria set out within this licence.

No dog registered under the Dangerous Dogs Act 1991 or dog hybrids registered under the Dangerous Wild Animal Act 1976 will be accepted for boarding.

No bitches in season, due in season or entire males will be accepted for boarding. The client confirms they accept their dog to board in a household with dogs and cats belonging to PAWWS.

The client undertakes to make full disclosure of any quality or characteristic which might make the dog not suitable for home boarding including behavioural or health problems, antisocial behaviour including aggression, incontinence/lack of house training or excessive loud barking/whining. Failure on the part of the client to disclose any matter which might render the dog unsuitable for home boarding will be deemed a material omission amounting to a fundamental breach of our agreement.

All efforts will be made to contact the client in the event of an emergency. We recommend clients provide us with a contact number of a trusted 3rd party should we be unable to make contact. However, we reserve the right to make decisions regarding the dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon. The client is responsible for payment of any veterinary fees incurred by us.

The client accepts full liability for any loss or damage cause by the dog while being walked.

PAWWS will put a tag on the collar of every day/home boarder with PAWWS contact details on.

The client is financially responsible for any loss or damage to property whilst boarding.

If a deposit is not sent with the booking form we are not able to guarantee a place.

The deposit is not refundable if the booking is cancelled within 10 days of the arrival date.

Terms and Conditions Home Visits

The client accepts that PAWWS is not liable for any injury, disappearance or death of any cat or other pet with access to the outdoors. The client accepts that the use of a cat flap increases the risk of accident or injury to cats safety.

The client must provide all items necessary for pets to be cared for in the clients absence i.e food, medication, cat litter, leads, tags, collars etc.

If PAWWS is notified greater than 24 hours of a booked home visit there will be no charge. Less than 24 hours a 50% cancellation charge will be made of the proposed visit.

PAWWS advise clients to notify neighbours that PAWWS will be visiting the clients home in their absence.

Terms and Conditions Dog Walking

PAWWS will not confirm any booking until a consultation has been carried out with the client and the dog

and the relevant forms and Terms and Conditions have been received and signed.

All dog walking payments are to be made within 7 days of receipt of invoice by cash, bank transfer, RBS Worldpay or cheque. Dog walking cancellations – one weeks notice is to be made by either party (client or PAWWS) to terminate this service.

PAWWS may terminate immediately if it is thought the dog is badly behaved or aggressive either towards humans, animals or property. The client is liable if the dog injures any 3rd party, property or other animal.

Dogs will not be let off the lead unless a waiver form has been signed by the client and locality is suitable. If after walks the dog requires to be dried off, a towel must be provided by the client to use.

PAWWS will walk the dog described on the booking form for not less than the time and on the days booked from the clients address unless other address is specified.

PAWWS will walk the dog on other occasions by arrangement.

The client will either ensure that access is given to PAWWS to collect the dog from the agreed address at the agreed time or give PAWWS a key to the place where the dog is kept. PAWWS will use the key to collect and return the dog and for no other purpose and will keep it safe, not let anyone else have it and will return it to the owner on demand.

Terms and Conditions Pet Taxi

Any cancellations made greater than 24 hours of a booking there will be no charge. Less than 24 hour a 50% cancellation charge will be made of the proposed service.

The client must notify the persons expecting the animal e.g veterinary surgery, that PAWWS will be attending the appointment on their behalf and ensure that payment (if necessary) has been made either with PAWWS or direct.