

PupsAway Terms and Conditions

Dog Walking:

The following Terms & Conditions “the terms” detail an agreement between PupsAway, the owner “you” and the carer “carer”.

Submission of your booking form is constituted an acceptance of the terms and is your consent to proceed with the booking.

1. A maximum of 4 dogs may be walked from one household. Dogs from different households will not be walked together.
2. Clients will be introduced to their allocated walker in advance of any booking being made.
3. Once all parties are satisfied, payment of a booking fee is required in order to secure the walker.
4. Dog walkers must be paid weekly in advance, in cash.
5. All dog walkers are fully insured.
6. All dog walkers have had the appropriate background checks conducted but allowing anyone into your home is done so at your own risk and you agree that you are completely satisfied with your allocated walker entering your home.
7. Dog walkers must receive a key to the property where the dogs to be walked are being kept.
8. The client accepts full responsibility in the event of an accident within their home or if a dog attacks/injures a dog walker whilst in the client's home.
9. Adequate leads must be supplied by the client for walking their dog.
10. A PupsAway care sheet will be completed by your dog walker each time they visit your home. PupsAway will supply you with these care sheets. You should leave your care sheet in an agreed place for the walker to complete.

Day Care:

The following Terms & Conditions “the terms” detail an agreement between PupsAway, the owner “you” and the carer “carer”.

Submission of your booking form is constituted an acceptance of the terms and is your consent to proceed with the booking.

1. Bookings are not confirmed until your booking fee has been paid in full. This fee is due within 5 working days of your “meet and greet” session with the selected carer.
2. PupsAway shall select a carer who we consider suitable, based upon the information you provide about your dog/s.
3. Neither you nor the carer is under any obligation. The carer reserves the right to reject a dog or dogs if they do not feel comfortable with the arrangement following the “meet and greet” session. You reserve the right to reject the chosen carer following the “meet and greet” session should you feel they are unsuitable to care for your dog/s.
4. You confirm your acceptance that all current and subsequent bookings shall be made directly with PupsAway and you will not contact the carer directly to arrange a booking. PupsAway provide insurance for your dog's stay with the carer. Booking directly with the carer will invalidate this. Please do not put our carers in this position.
5. You agree to pay the carer their fee, as stated on your booking form, in cash at the beginning of each week booked. Carers will not accept a dog without payment of the carer's fee.
6. You may cancel the booking by informing PupsAway in writing/by email, by giving 4 weeks notice and you agree that if the notice period is not given, PupsAway shall charge a cancellation fee of £50.
7. All dogs must have proof of up-to-date vaccinations, been wormed, and treated for fleas. Your dog must also arrive with the carer in clean condition.
8. You agree to provide the carer with a copy of your dog's vaccination card/s on the first day the dog/s stay with the carer.
9. You agree to provide full, detailed and honest information about your dog/s on the booking form and furthermore agree to keep PupsAway up to date with any changes in your dog's behaviour or their health
10. You or your designated emergency contact is responsible for payment of any veterinary fees incurred during your dog's stay with the carer.
11. You are responsible for reimbursing any costs incurred by the carer if any damage, other than reasonable wear and tear, is caused to the carer's home or possessions by the dog/s during their stay with the carer.
12. Consistently high standards of care are provided by the carer, however, in the event of loss, injury or death, neither PupsAway nor carer shall be held responsible or liable.
13. If PupsAway have selected a carer with a resident dog, you confirm that you and your dog/s have been introduced to the resident dog and you give your permission for your dog/s to be cared for in the home with the carer's resident dog.
14. In the event that a carer is unable to continue caring for your dog/s, due to the dog's behavioural problems or illness, PupsAway will endeavour to find an alternative carer for the remainder of your booking. If it is not possible or not feasible to find an alternative carer, the designated emergency contact would take responsibility for the dog/s. If an emergency contact cannot or will not take responsibility for your dog/s, PupsAway reserve the right to have the dog/s placed in kennels at your expense. Any fees already paid will be forfeited.
15. In the event that the selected carer cannot take your dog/s due to ill health, family emergencies or any other reason, before your booked dates, PupsAway will endeavour to find an alternative carer for your dog/s. PupsAway cannot guarantee the carer will be in

the same geographic area. If it is not possible to find an alternative carer or you are not satisfied with the alternative carer, we reserve the right to cancel your booking and will refund your booking fee in full, without liability to PupsAway.

16. PupsAway will not accept dogs with known aggression issues towards other animals or people or any dog subject to The Dangerous Dog Act 1991.
17. You must collect your dog on the pre-agreed time from the carer's home. You agree to contact the carer if you do not expect to be on time for collecting your dog. Additional fees will apply for late collections – please refer to your booking form for rates. You confirm your agreement that if you do not collect your dog within 5 days of the pre-agreed collection date and we have made every reasonable attempt to contact you or your emergency contact without success, arrangements will be made for your dog/s to be rehomed.
18. In case of an emergency situation during your dog's stay with a carer, PupsAway will attempt to contact you or your designated emergency contact. The emergency contact is expected to make any decisions with regard to the dog/s and take full responsibility for any financial costs incurred. If PupsAway cannot contact you or your emergency contact, we reserve the right to act on your behalf, seeking and following advice from a veterinary surgeon. You will be responsible for all costs incurred.
19. **I have read and agree to these terms and conditions including the terms of the vets authorisation and emergency contact details. I also agree that these terms also apply for any future bookings providing the terms and conditions remain the same.**

Privacy Policy: We do not store credit card details nor do we share customer details with any 3rd parties.

Home Boarding:

The following Terms & Conditions "the terms" detail an agreement between PupsAway, the owner "you" and the carer "carer".

Submission of your booking form is constituted an acceptance of the terms and is your consent to proceed with the booking.

Bookings are not confirmed until your booking fee has been paid in full. This fee is due within 5 working days of your "meet and greet" session with the selected carer.

1. PupsAway shall select a carer who we consider suitable, based upon the information you provide about your dog/s.
2. Neither you nor the carer is under any obligation. The carer reserves the right to reject a dog or dogs if they do not feel comfortable with the arrangement following the "meet and greet" session. You reserve the right to reject the chosen carer following the "meet and greet" session should you feel they are unsuitable to care for your dog/s.
3. You confirm your acceptance that all current and subsequent bookings shall be made directly with PupsAway and you will not contact the carer directly to arrange a booking. PupsAway provide insurance for your dog's stay with the carer. Booking directly with the carer will invalidate this insurance and the carer would be in breach of their Home Boarding License conditions. Please do not put our carers in this position.
4. You agree to pay the carer their fee, as stated on your booking form, in cash on the day your dog arrives at the carer's home for their holiday. Carers will not accept a dog without payment of the carer's fee.
5. You may cancel the booking by informing PupsAway in writing/by email and you agree that PupsAway shall charge a cancellation fee of £50.00 or retain the full booking fee, whichever is lower.
6. All dogs being boarded must have proof of up-to-date vaccinations, been wormed, and treated for fleas. Your dog must also arrive with the carer in clean condition.
7. You agree to provide the carer with your dog's vaccination card/s on the day the dog's stay commences with the carer.
8. You agree to provide full, detailed and honest information about your dog/s on the booking form and furthermore agree to keep PupsAway up to date with any changes in your dog's behaviour or their health
9. You or your designated emergency contact is responsible for payment of any veterinary fees incurred during your dog's stay with the carer.
10. You are responsible for reimbursing any costs incurred by the carer if any damage, other than reasonable wear and tear, is caused to the carer's home or possessions by the dog/s during their stay with the carer.
11. Consistently high standards of care are provided by the carer, however, in the event of loss, injury or death, neither PupsAway nor carer shall be held responsible or liable.
12. If PupsAway have selected a carer with a resident dog, you confirm that you and your dog/s have been introduced to the resident dog and you give your permission for your dog/s to be boarded together with the carer's resident dog.
13. In the event that a carer is unable to continue boarding your dog/s while you are away, due to the dog's behavioural problems or illness, PupsAway will endeavour to find an alternative carer for the remainder of your booking. If it is not possible or not feasible to find an alternative carer, the designated emergency contact would take responsibility for the dog/s. If an emergency contact cannot or will not take responsibility for your dog/s, PupsAway reserve the right to have the dog/s placed in kennels at your expense.
14. In the event that the selected carer cannot take your dog/s due to ill health, family emergencies or any other reason, before your booked dates, PupsAway will endeavour to find an alternative carer for your dog/s. PupsAway cannot guarantee the carer will be in the same geographic area. If it is not possible to find an alternative carer or you are not satisfied with the alternative carer, we reserve the right to cancel your booking and will refund your booking fee in full, without liability to PupsAway.

15. PupsAway will not accept dogs for home boarding with known aggression issues towards other animals or people or any dog subject to The Dangerous Dog Act 1991.
16. You must collect your dog on the pre-agreed date from the carer's home. You confirm your agreement that if you do not collect your dog within 10 days of the pre-agreed collection date and we have made every reasonable attempt to contact you or your emergency contact without success, arrangements will be made for your dog/s to be re-homed.
17. In case of an emergency situation during your dog's stay with a carer, PupsAway will attempt to contact you or your designated emergency contact. The emergency contact is expected to make any decisions with regard to the dog/s and take full responsibility for any financial costs incurred. If PupsAway cannot contact you or your emergency contact, we reserve the right to act on your behalf, seeking and following advice from a veterinary surgeon.
18. **I have read and agree to these terms and conditions including the terms of the vets authorisation and emergency contact details. I also agree that these terms also apply for any future bookings providing the terms and conditions remain the same.**

Privacy Policy: We do not store credit card details nor do we share customer details with any 3rd parties.