



Woodside Dog Walks



Woodside Cottage, 37 East Main Street, Blackburn, West Lothian, EH47 7QR

www.woodsidedogwalks.co.uk 07910719557

Terms and Conditions- Dog Walking

1. Booking

1. On signing a contract with Woodside Dog Walks (WDW) all clients will have accepted the terms and conditions laid out here.
2. Before a booking is confirmed a consultation will be carried out by WDW. During this consultation all dogs being walked or cared for must be present, and the client will be expected to complete and sign the contract provided and any subsequent forms.
3. A contract will not be accepted without a veterinary release form.
4. WDW will provide a time at which visits will occur, but these times will be estimates only. Depending on weather and road conditions these times may change significantly, but all dogs will be walked on the arranged day.
5. All bookings must be made at least 48 hours before service start date, to allow time for a consultation to be completed.

2. Cancellations

1. We ask for 14 days' notice if a client wishes to terminate their dog walking contract. This does not apply if the contract is being terminated due to the death of the dog or the dog is suffering ill health, in this case the contract may be terminated at any time.
2. We ask for 48 hours' notice if a client wishes to cancel a particular pre-arranged slot (not permanent cancellation). If notice is given 24 hours prior the client will not be charged. However, if the cancellation is made within 24 hours of the walk commencing the full rate will be charged (exceptions to this include family emergencies and dog(s) ill health).
3. Should WDW need to cancel due to ill health, the client will be contacted as soon as possible. No charge will be taken for this period, and payments for this period already received will be reimbursed.

3. Holidays

1. We ask that a client give 1 months' notice of any holidays lasting more than 3 days, in which the dog walker is not needed. If the holiday is due to last more than 14 days the contract will be cancelled, and if the client wishes reinstated on their return. WDW cannot guarantee their availability after 14 days.
2. If WDW is going to be closed for any period of time for holidays the client will be given at least 1 months' notice, the client is free to terminate their contract at this



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time. A holiday period will not exceed 14 days, no charges will be taken during this time.

3. As WDW is a family run business in the event of a family emergency the client will be contacted as soon as possible, and all attempts will be made to ensure the clients dog(s) is still walked. If we are unable to walk the client dog(s) in this time no charges will be taken, and prior payments for this date will be reimbursed.
4. WDW set holidays are as follows-
 - 25th December
 - 26th December
 - 1st January
 - 2nd January
 - Easter bank holiday (date varies)

4. Charges

1. Please visit the website to see a rundown of the charges for each service provided, or call WDW and ask direct.
2. Payment for walks must be made before a walk commences.
3. WDW only accepts cash or bank transfer, and payment may be made daily, weekly or monthly.
4. If WDW decides to change their charges the client will be notified at least 1 month in advance of these changes, where they will be offered the opportunity to draw up a new contract or terminate their contract.

5. Dog walkers and sitters

1. All dog walkers and sitters will be required to have an up to date canine first aid certificate, which will be shown to prospective clients during consultation. The client may request to see these certificates at any time. A contract will not be confirmed until the use of first aid with or without CPR is granted by the client.
2. All dog walkers and sitters will have undergone a basic disclosure and criminal records check. The client will be shown these records during the consultation, and may request to see them at any time.
3. All dog walkers and sitters will be insured to walk your dogs on the lead. If a client would like to see a copy of this insurance they may request it at any time.
4. All dog walkers and sitters will clean up after dog(s) in their care, and dispose of waste in appropriate bins.

6. Aggressive Dog(s)

1. WDW will not accept aggressive dog(s) into their care.



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2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees etc.) if the clients dog(s) should bite another animal.
3. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc.) if the clients dog(s) should bite a human.
4. On signing a contract with WDW and agreeing with the terms and conditions laid out here the client indicates that they have represented their dog(s) to have not shown aggression/threatening behaviour, or caused harm to any individual or animal(s). The client agrees to contact WDW as soon as possible in the event that their dog(s) behaviour changes and they show any sign of aggression.
5. If a dog(s) in WDW care shows aggressive behaviour deemed to be unacceptable towards any animal or human (including the walker themselves), the client agrees that the service is terminated with immediate effect and the dog(s) is to be returned to the location where it was collected. WDW will contact the client using their contact details, and if unreachable their emergency contact details. Payments made for the week in which aggressive behaviour has shown will not be reimbursed, payments made out with this will be reimbursed.

7. Key/alarm

1. WDW asks that the client provides a copy of their preferred house key during the initial consultation. The provided key will be held securely by WDW and will only be labelled with the clients' dog(s) name. The key will only be removed from the safe location on day(s) that it is needed.
2. If the clients home is protected with an alarm, all necessary information will be provided during the initial consultation. A note will be taken of the alarm code, but this will not be labelled with any of the client personal details.
3. Any key(s) and alarm codes will remain with WDW until a time in which the contract is terminated, or the client asks for their return.
4. If the key/alarm is lost or stolen the client will be contacted as soon as possible. In the case that they have been stolen the police will also be contacted.

8. Contact details

1. If any of the clients contact details change, including veterinary surgery and emergency contact, please contact WDW as soon as possible.
2. If WDW contact details change the client will be contacted as soon as possible.

9. Privacy

1. WDW understands and respects the trust being placed on them by the clients to care for their home and dog(s).
2. All of the clients' information will be kept private and confidential.



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3. If, whilst undertaking dog walking or sitting for a client, WDW witnesses anything which may bring into question the welfare or safety of a dog, WDW will raise this with the client. If the welfare or safety of the dog continues to be at risk WDW retains the right to pass on clients' information to the SSPCA or the police. In the event of serious risk to the welfare or safety of the dog WDW retains the right to automatically contact and pass on clients' information to the SSPCA or the police.

10. Insurance

1. WDW will do its best to ensure to provide the best care possible for the clients' dog(s).
2. WDW has valid public liability insurance.
3. This insurance only covers WDW for the duration of the selected service, and only for the services agreed.
4. WDW is insured to walk up to 6 dogs, but will only walk a maximum of 3 dogs, and these dogs must be from the same household unless the client agrees otherwise. This number may be extended on request of the client, but WDW retains the right to decline.
5. It is the clients' responsibility to ensure that the property, its contents and the dog(s) are adequately insured throughout the duration of the contract.
6. The client is responsible for Vet fees or third-party claims whilst their dog is in WDW care.

11. Clients Home

1. WDW does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
2. The client must inform WDW during the consultation or as soon as they are aware of anyone who may have access to their home in their absence. This includes cleaning services, maintenance personnel, friends, family and neighbours.
3. The client must ensure they inform anyone with access to their home of the presence of WDW. We suggest that the client also inform their neighbours.
4. WDW does not accept responsibility for any dog(s) that escape/are stolen, become lost or injured, fatal or otherwise, when instructed to leave the clients dog(s) in a fenced area (or property with unlocked cat flap). Or when following the instructions for the return of the dog(s) to the home provided by the client during consultation.
5. WDW will clean up after your dog(s) to the best of their ability. Please inform WDW of where cleaning supplies are located, and where best to dispose of them.
6. WDW is not responsible for any damage created by the clients' dog(s) to their home, this includes carpet/flooring stains.



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7. In the event of a household emergency, the client's emergency contact will be contacted.

12. Walks

1. WDW will provide an appropriate lead for your dog(s) walk, the client may choose between extending or standard leads.
2. Only dogs from the same household will be walked together, unless the client agrees otherwise. Up to one large dog, 2 medium dogs and 3 small dogs. This number may be extended on request of the client, but WDW retains the right to decline.
3. WDW will only walk a dog on a harness or standard/head collar which must be provided by the client. During the consultation WDW will ask to see how the harness is fitted on to the dog, and where it is stored.
4. The client must inform WDW if they wish their dog(s) to wear coats during their walk. During the consultation WDW will ask to see how the coat is fitted on to the dog, and where it is stored.
5. All dogs must be wearing a collar with an ID tag attached. WDW will attach their own ID tag during the walk.
6. All normal day to day dog walks will last approximately 30 minutes, 40 minutes or 60 minutes. This is an indication of actual walking time and does not include the time it takes to get dog(s) ready for their walk, or settled after their walk.
7. On return from a walk dog(s) will be dried and cleaned to the best of WDW ability.
8. WDW will ensure the dog(s) water bowl is full, and give any treats approved by owner.
9. WDW is not liable for the loss or damage to toys during a walk or dog sitting.
10. WDW is not liable for any damage to dog(s) harness, collar, or coat during a walk or dog sitting.

13. Weather

1. The client trusts the judgment of WDW in the caring of their dog(s) on a walk or at home at times of severe weather. WDW will attempt to carry out the agreed service to the best of their ability, in the case where this is not possible WDW will contact the client to make alternative arrangements.

14. Medication/Vaccinations/Immunisations

1. WDW will follow instructions to administer medication as directed by the client. WDW cannot be held responsible for complications that arise as a result of the medication administered.
2. WDW cannot provide a service for a dog that has any form of contagious illness.



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3. WDW will ask to see a vaccination certificate during the consultation, and this must be provided before the contract begins. All dogs must be fully vaccinated and on regular flea and worm regime.
4. If a member of WDW is bitten or exposed to any disease or ailment received from the clients' dog(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

15. Liability

1. WDW shall not be held liable to the client or be deemed to be in breach of contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond WDW reasonable control.