



## Quick Guide to our Terms & Conditions May 2019

We are a small family business which is in Wantage, Oxfordshire and as such we ask that both interested parties (you the client, and us the business) work honestly and openly with each other to provide the very best care your dog (pet) deserves. So, for this reason we have put together a few terms and conditions which will make both of our lives easier! Please note we have used Dog throughout these terms, but it applies to cats or other pets as well as dogs.

- 1: We will give you a free consultation to establish your dog's needs. During this meeting we will sign contracts and agree dates, times, walks and requirements.
- 2: All our offers cannot be used in conjunction with each other. There can only be one offer applied to one household / person at any given time.
- 3: You will give us a minimum of 24 hours to cancel your booked appointment. Failure to do so will incur the fee agreed for the walk unless a valid reason / emergency occurs. Proof of such maybe required.
- 4: We charge time and a half on Saturdays – for example a 1-hour (£11) dog walk will be charged at £16.50. This will be made clear at the time of booking and should the appointment be cancelled without a valid reason; the client will be charged the Saturday rate (Time and a half)
- 5: We charge double time on Sundays and Bank Holidays. A 1-hour dog walk will be £22 for example. This will be made clear at the time of booking and should the appointment be cancelled without a valid reason; the client will be charged the Sunday rate (Double time.)

*Lee McNish*