

Loving care, when you're not there



Burnsbys Walkies

07551381481

DOG WALKING

PET BOARDING & SITTING

BURNSBYS WALKIES TERMS AND CONDITIONS

Whilst our main priority is to ensure that your pet has the most enjoyable and fun stay with us, it is necessary to ensure the following terms and conditions are observed to maintain your individual pet's safety, comfort and comply with current legislation.

- No dog will be walked by Burnsbys Walkies prior to physical examination and recording of documents.
- Dogs will only be allowed off the lead when Burnsbys Walkies deem it safe to do so.
- At no time will any dog be left unattended during a walk.
- If BW is unable to access the owner's home to return the dog through no fault of their own, then the daycare charge will be applied.
- If BW is unable to access the owner's home to collect the dog through no fault of their own, then the walk charge will still be charged.
- Burnsbys Walkies will not be liable (including vet costs) for any injury your dog sustains which is out of our control i.e. cut pad, injury sustained from running and playing. However first aid will be administered.
- A suitable payment plan will be made - Usual routine is invoice emailed on last day of the month and paid within 7 days.
- Burnsbys Walkies will not be liable for loss of loose or ill-fitting collars and or harnesses, or other accessories.
- Dogs that use pain, or discomfort accessories as training aids will not be walked by Burnsbys Walkies.
- Weather- should the weather be assessed as either too hot or too wintery (including wind/rain/snow or sleet) by myself, then walks will either be cancelled OR if your pet is home alone, a house/toilet visit will take place. You will be notified about this as soon as a decision is made. Burnsbys Walkies decision is final in this matter.
- **Burnsbys Walkies operates a 'Positive Reinforcement Training' policy only.**
- **Dogs are to be on regular Flea treatment, Worming treatment and are Fully Vaccinated.**
- **Walks cancelled with less than 24 hours' notice will still be invoiced, at Burnsbys Walkies discretion.**
- **It may be necessary that, whilst in Burnsbys Walkies care, we have to take your dog to the nearest vets. This may not be your dog's regular surgery. This will only be in a life or death situation, therefore: These terms and conditions act as FULL authority for any veterinary surgery that Burnsbys Walkies take my dog to, can contact my own vets, and receive FULL ACCESS to my dog's veterinary medical records without contacting me first.**
- **Please ensure dog's collars/harnesses are well fitted.**
- **Any change in dogs behaviour is to be reported to Burnsbys Walkies immediately & in writing – included in this (but not exhaustive):**
 - **Attack by another dog/dogs (this could cause fear/aggression to other dogs in our charge)**
 - **Aversion to travelling in car.**
 - **Sudden resource/food guarding.**
 - **Any injury, limping, sickness, lameness or medication they are on.**
 - **Any change you deem in the dog's best interest to inform me of.**
- **Please inform BW of any sudden developments of allergies or intollerencies**
- **Any change in your dog's personal circumstances –included in this**
 - **Owners personal address.**
 - **Owners telephone number.**
 - **Change of vets.**

RULES FOR BOARDING (inclusive of the above points)

- Dogs on the dangerous dogs list will NOT be boarded under any circumstances.
- Proof will be sought of inoculations; Dogs who are NOT up to date will NOT be boarded.
- Dogs will have access to fresh clean water at all times, bowls are refreshed as required and a minimum of twice daily around the house.
- Any dog showing signs of disease and or illness will be removed from the pack and put into quarantine; advice will be sought from vets. If practical the owner, or emergency contact will be contacted.
- Any dog that loses its life in our care will not be buried, or cremated until the owners return.
- Discretion will be given and advice sought from vets and or pet crematorium- advice will be sought from Meadow Wood pet crematorium on 01548 853785.
- A register of all animals will be kept for a minimum of 3 years
- Each dog boarding will have a 'Burnsbys Walkies' identity tag put on their collar.
- Dogs boarded will not be looked after by anyone who is not insured to do so, or under the age of 16.
- Any animal considered a danger, or in danger, will be kept separately in a crate or pen and not left unsupervised. Any animal that becomes uncontrollable will have its owner's contacted and alternative accommodation sought.
- Where possible, owners are to provide details of an emergency contact; this will be used as a last resort by Burnsbys Walkies.
- Any animal that is not collected by the owner will be reported to the RSPCA who will seek prosecution for wanton abandonment.
- All dogs are to be microchipped.
- Dogs who are collected late will face the current day care charge or extra night boarding charge.
- A day care charge is applied if the pet is collected after 1pm of the final day of boarding.
- Burnsbys Walkies reserve the right to use small business claims court to recover any monies owed post 28 days of invoice being released.
- Soiling or destruction of Burnsbys Walkies property; All dogs are regularly walked and always have access to the garden any dog who is not house trained or is incontinent and excessively soils in the house will incur a professional carpet clean surcharge.
- **Prior to pets boarding, an electronic copy of your dog's up to date vaccination record will be required to be kept by Burnsbys Walkies.**
- **An emergency contact, who is not away with the owner at time of boarding, MUST BE GIVEN.**
- **Burnsbys Walkies reserve the right to cancel any boarding.**

PET VISITS

- Burnsbys Walkies will not be responsible for any break in, burglary or damage to property etc...
- We strongly urge you to buy extra food/supplies/litter etc... to last during your time away.
- Medication will only be given if written down and full directions given.
- It is advised that wherever possible the cat is kept indoors through the duration of cover, if this is not possible and the cat does not return home for whatever reason then Burnsbys Walkies will not be held responsible unless proven negligent.
- If the cat is to be left indoors then ALL windows/doors/escape routes for the cat are to be closed tightly PRIOR to you leaving.

I have read and understood the above terms and conditions, and am in full agreement.

Signed: _____ **Full name:** _____

Pets name: _____ **Date:** _____