

Loving care, when you're not there



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 pets safety and comfort.

- 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.
- Dogs may be walked alone at owners request but may incur extra costs.
- 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 day care rate will be charged automatically.
- 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.
- Dogs that use pain accessories as training aids will not be walked by Burnsbys Walkies.

RULES FOR BOARDING (inclusive of the above points)

- No dog will be accepted into Burnsbys Walkies house prior to physical examination and recording of documents.
- 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 2 years and or for the duration of the dog's life.
- 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.

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- 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 booking confirmation will be emailed requesting 20% payment of the full cost; this will confirm booking. Full payment is to be made upon the dogs return to owner; this can be cash or internet banking, if the latter then this is to be settled PRIOR to return of the dog.
- A day care charge is applied if the pet is collected after 1pm of the final day.
- Burnbys Walkies reserve the right to use small business claims court to recover any monies owed post 28 days of invoice being released.