

# TERMS AND CONDITIONS

Callys Furry Friends Pet Care

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## 1. Bookings

- Bookings can be made via Callys Furry Friends Pet Care on Meta (Facebook/Instagram), direct message, text, WhatsApp, email ([callysfurryfriendspsdw@outlook.com](mailto:callysfurryfriendspsdw@outlook.com)), telephone, or [www.callysfurryfriendspsdw.com](http://www.callysfurryfriendspsdw.com)

- Prior to service commencement (New clients/new pets) an introduction meeting is required with the owner(s) and pet(s) in their home.

- It is the client's responsibility to disclose all information about their pet's health and behaviour before walking or sitting commences. This includes signs of aggression towards animals and/or humans. If dishonest, misleading, or omitted information is later discovered, Callys Furry Friends will terminate any services immediately.

- Should concerns arise, Callys Furry Friends reserves the right to terminate or refuse dog walking or pet sitting services.

### 1.1 Dog Walking

- Under UK law all dogs in a public place **must have** a collar with an ID tag. The tag should have owner name and address (Animal Health Act of 1981). It is also compulsory (since 2016) that your dog is microchipped. It is your responsibility to keep the chip and ID up to date. Fines can be issued if these laws are broken.

- Collars, harnesses, and leads should all be in good condition and well fitted. Short leads are preferred (inc long leads that can be altered/clipped to make shorter). If clients use retractable leads, they accept responsibility for breakage or the failure of the mechanism. All dogs should be on a short lead by roads.

- All dogs will be walked on lead until a good relationship has been built between Callys Furry Friends and your dog. Although permission may be given by owners for their dog(s) to be walked off lead, it is personal preference for Callys Furry Friends to walk dogs on lead until trust has been established between walker and dog. This minimises risk to client's dogs and third parties for possible injury or legal action. Callys Furry Friends will be happy to use a long line (see above) to allow more freedom while still having full control should they get distracted.

\*\* At the discretion of Callys Furry Friends, dogs that have been walked regularly and have shown consistent good behaviour may be allowed off lead walking. This will occur with dogs that have proven to be safe to themselves and others. Off lead walking can be removed at any time should

the dog's behaviour change or become unsafe.

^^ NEW OR AD-HOC DOGS WILL BE WALKED ON LEAD.

## 1.2 Pet Sitting and Drop-ins

- All pet sitting services take place in your home (inc day, evening, overnight, and long stay).

- During long stay pet sits, Callys Furry Friends will still carry out regular dog walking. A slot during the day will be arranged to return for a comfort break. Although every effort will be made to leave pets for the least amount of time, please expect pets to be alone for up to 6 hours during the day (Monday – Friday).

- Drop-in services are available for all pets. Drop-ins can be 20–30-minute visits or 1-hour visits. This service is for feeding, giving medications, comfort breaks (toilet breaks in the garden), cleaning pets spaces (litter trays, hutches, cages), keeping pets company to break up their day. (This service is well suited to indoor pets such as cats, hamsters, rabbits, etc, while you go on holiday).

## 2. Cancellation

Dog walking cancellations.

- Cancelled more than 48 hours prior to commencement, no fee will be incurred.

- Cancelled within 48 hours, full payment will be required.

Overnight pet sitting (inc longer stays) cancellation.

- 1-7 days before commencement – Full payment will be required

- 8-14 days before commencement – Deposit will be retained

- 15+ days before commencement – No fee and deposit returned

Drop-ins and Day sitting cancellation.

- Less than 48 hours – Full payment required

- 3-5 days before commencement – 50% fee

- 6+ days before commencement – No fee

### 3. Fees and Payments

- Overnight pet sitting (inc longer stays) will require a 50% deposit to secure dates. Remaining balance to be paid no later than 24 hours before service commencement.
- Drop-ins and day sitting will require full payment before service starts. This can be at point of booking up to the morning of service commencement.
- Regular dog walking should be paid for at the start of the walking week. If any sessions need to be cancelled, the cost will be deducted from the following weeks fee.
- One off dog walking must be paid before commencement of walk.
- Same day/Last minute bookings should be paid at point of booking.
- All payments to be made by bank transfer or cash.

\*Services and fees are subject to change

### 4. Keys

- All keys in the possession of Callys Furry Friends will be kept securely, and a fob will be attached with a unique code.
- Callys Furry Friends is happy for clients to leave a key in a secure location (key box) or in a safe location (under a pot. Client is leaving a key unsecured at their own risk).

### 5. Weather conditions

- Hot weather conditions

During summer months it may be necessary to alter dog walking appointments to home visits. Where a garden is not accessible or your pet(s) will not use the garden for toilet breaks, a short (10 min) walk will take place.

- 20°C and under – walks will continue as usual.
- 21°C – 23°C – discussions will take place. 60-minute walks will be reduced to 30/40 minutes. The remainder of the appointment will be a home visit to ensure that your pet is hydrated and able to relax in a cool environment. 30-minute walks will be reduced to 20 minutes.
- 24°C and above – home visit. Dogs are very susceptible to heat stroke, anything over 24°C is too high risk. As stated above, if there is access to a garden, I will utilise the space to engage with your pet(s). They will have

access to fresh cold water at all times. During these high temperatures, access to a fan or a cool room is recommended.

#### - Cold weather conditions

During winter months, if temperatures drop below zero, walks may be reduced. Like in hot weather conditions, freezing conditions can have an adverse effect on your pets.

- 1°C and above – walks will continue as usual. For smaller dogs and short haired breeds, investing in a coat/jacket is recommended (something that allows for the tail to move easily and does not cover the ears).
- Zero to -2°C – walks will be reduced to 30-minutes. The remainder of the appointment will be a home visit (where applicable). A coat/jacket is highly recommended at these temperatures for small and short haired breeds. Smaller breeds may require shorter walks (15/20 minutes).

## 6. Recording and Photography

- From March 2024 Callys Furry Friends will be introducing the use of a body camera. **All** dog walks will be recorded. Walks that do not encounter incidents will be deleted at the end of the day. Footage will be used to provide evidence to owners (inc police, insurance, other relevant authorities).
- Owners that have given consent for photos and videos to be posted to Callys Furry Friends business social media – Positive body camera footage (dog doing something cute, funny, etc) may be shared with you and to social media.
- Callys Furry Friends will never post names or details of pets with any photos or videos. Owners can comment with their pet's name if they wish.

## 7. Emergency Contact

- In the case of an emergency, the owner will be the first point of contact. Should the owner be unavailable, the emergency contact (whom the owner trusts making decisions for their pet) will be called.
- The client must gain consent from the emergency contact to share their details with Callys Furry Friends.
- Emergency contact details can be added to the details form (additional information) that is sent to new clients or left at the property.

- Should Callys Furry Friends be unable to contact the owner or emergency contact, veterinary advice will be sought.

## 8. Sickness, Injuries, Veterinary Treatment

- Any veterinary treatment fees are the responsibility of the owner. All billing will be directly charged to owners to be settled with the veterinary surgery.

- Should pets have a contagious illness or disease, Callys Furry Friends would request that services be cancelled until the illness has been treated or is under management to restrict spread.

- During the booking process (See section 1) pet and owner detail forms will be sent to new clients. Please list any and all medications for pets in the correct section of the form. Owners should use the additional information section to give details regarding pets' medical needs.

- In the event that pets develop health issues over time. Please request the 'Pet health update' form.