

Terms and Conditions

1. All clients will be deemed to have accepted itsnotadogkennel.com’s terms and conditions (as laid out below) on signature of the Booking Form. Itsnotadogkennel.com reserves the right to consider changes.
2. itsnotadogkennel.com undertakes to treat all data about clients, sitters, prospective clients and prospective sitters as strictly confidential unless all parties agree otherwise.
3. itsnotadogkennel.com will not confirm any booking until an initial consultation has taken place with the client and the booking form, including full details of the client’s requirements, has been signed by the client.
4. The deposit (30% of the total) payable to the company to confirm the booking and reserve the dates is non-refundable. This is because it covers our admin costs, insurance and turning down bookings to other clients for the dates the client has requested.
5. The remaining fee for the pet sitting/dog walking service is to be settled before your departure.
6. If the deposit payment is not settled within 7 days of the date of the invoice, then 3% of the total bill will be added to the invoice each day it is overdue.
7. The client must provide the sitter with all items that the pet needs to be suitably cared for in their absence i.e – food, medication, leads, collars, cat litter etc. Should pets require additional supplies these will be purchased and added to the bill along with the fuel charge to get them.
8. The client must provide itsnotadogkennel.com with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available, we reserve the right to contact a veterinary surgeon for advice then make a decision which is in the best interests of the animal.
9. Any owner wishing to accompany itsnotadogkennel.com Pet Sitting Services whilst an animal is being transported accepts that they do so at their own risk and that itsnotadogkennel.com Pet Sitting Services does not accept any liability for any accident, injury or delay incurred during transportation.
10. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of itsnotadogkennel.com pet sitters.
11. Itsnotadogkennel.com must be alerted to any behavioural problems/issues with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
12. Although itsnotadogkennel.com Pet Services is insured for Public and Employers Liability, wherever possible pets should be insured by the client. We reserve the right to refuse a booking for any animal who may be uninsured.
13. itsnotadogkennel.com pet sitters will care for your animal exactly as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, we cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

**Terms and Conditions ~ Dog Walking**

1. Cancellations – for cancellations of walks for a period of 1 week or more one month’s notice is required. For cancellations of 1 or 2 days walks a week’s notice is required. If the required notice is not given charges will be applied in full for the cancelled period.
2. The customer will be deemed to have accepted these terms and conditions on confirmation of a booking.
3. All dogs being exercised must be fully vaccinated and on a regular flea and worm control regime.
4. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.
5. itsnotadogkennel.com Pet Sitting Services reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and/or other dogs.
6. All dogs will be exercised on a lead unless prior agreement has been reached with itsnotadogkennel.com Services and a disclaimer form has been signed.
7. The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (ie, heat, thunder storms) for the safety of both the dogs and the walker.
8. If dogs require a quick toweling off after walks towels must be provided and left by the front door.

**Terms and Conditions ~ Pet Sitting and boarding**

1. The client must phone itsnotadogkennel.com as soon as they return home. We will continue to visit the property and care for pets until the client has confirmed that the pet(s) are now back in their care. Clients will be charged the full daily rate for any unnecessary additional visits made.
2. The client should notify their neighbours and their home insurance company that itsnotadogkennel.com pet sitters will be visiting the property in the client's absence.
3. Clients must notify the veterinary surgery that the itsnotadogkennel.com pet sitter will be attending the appointment on their behalf and ensure that arrangements for payment have been made with either itsnotadogkennel.com or the vet.
4. Should the client return early during a booking full fees are payable. Refunds will be considered at the company’s discretion.
5. Should the client be delayed on return then itsnotadogkennel.com will use its best endeavours to make alternative arrangements for continued cover even when the original sitter is unable to continue with care following the assignment end date.
6. The client understands that all of our sitters/boarders are deemed to be self-employed and as such they are responsible for complying with the regulations of their local council. As the process of issuing such licenses varies considerably depending on location, we always advise our sitters to contact their local council directly if they want to board dogs at their own home to discuss this further.

**Itsnotadogkennel.com Pet Sitters**

1. All Sitters are self employed, working on behalf of the Company and all instructions to them must come directly from, or with approval of itsnotadogkennel.com
2. Sitters may not work for a client, except through the company in any capacity within 12 months of the expiry of their contract. Failure to comply with this condition will result in the company reclaiming any monies paid.

**Insurance**

1. All reasonable care is taken to ensure the integrity, suitability and competence of our sitters. The company, to ensure piece of mind for our clients has Public and employers liability insurance, and the sitter undertakes a meticulous selection process.
2. The Insurance only covers the sitter when working on an assignment from the company and for the duration and times of the selected service.
3. Where sitters are required to drive a client’s car, responsibility for the provision of the appropriate insurance cover rests with the client.

**Miscellaneous**

1. Approximate quotations will be provided upon request by telephone and then a detailed quotation will be forwarded to the client.
2. A sitter may wish to have either a companion or spouse accompany them on an assignment at no additional costs to the client. This must be agreed with the client and companion/spouse will have been vetted by the company and have met the client.
3. The company reserves the right to amend these terms and conditions of business and in doing so will post notification of changes on the website.