



Four Paws Pet Services – Terms and Conditions

Outlined below are the Terms and Conditions for all services offered by Four Paws Pet Services. Although the points are under specific headings e.g. Four Paws holds valid Public Liability insurance is under ‘Day Care’ this also applies to ‘Dog Walking’, ‘Pet Sitting’ and more. Therefore, please read all sections.

Doggie Day Care

- Every dog reacts differently and animals by nature are unpredictable and therefore, present a certain level of risk. I acknowledge and understand that there are certain risks involved in participating in day care and in owning, training, caring for, handling and being in the presence of dogs, including but not limited to injuries to people, property and animals resulting from dog fights, dog bites to humans or other dogs and the transmission of disease.
- I accept that any dog enrolled into Day Care maybe required to use the Pet Taxi service and authorise this use as dictated by Four Paws personnel.
- Dogs not regularly exposed to the level of activity at Four Paws may feel the discomfort of sore muscles, sore joints and fatigue, and dogs not regularly exposed to outside activity or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on the feet.
- Dogs not regularly socialised with other dogs do not necessarily know how to behave politely towards others. These dogs are at higher risk of incidents including, but not limited to, bites, fights, fear aggression, object guarding, behaviour problems and/or acting out.
- Dogs at play during the regular day care get dirty. Dogs with longer hair can get matted from the level of activity at day care. Baths and brush outs can be requested and scheduled. Excessively long toenails may cause injury. I will be notified if my dog’s nails are too long. If, at my next visit, the nails have not been trimmed, Four Paws will have them trimmed at my expense.
- Water is available at all times; however, my dog may still be thirsty after day care. I will be aware of their water intake as excessive amounts may cause an upset stomach or other problems.
- Any behaviour deemed dangerous or inappropriate by Four Paws personnel may result in dismissal of my dog(s) from the programs.





- I must pay for all services at the time they are rendered. I understand any unpaid fees by me will be sent to collections and I will be responsible for all collections and legal fees incurred by such actions taken.
- In admitting my dog(s) into Four Paws, Four Paws has relied on my representation that my dog(s) is/are in good health, has/have not been ill with any communicable disease within the last 30 days and has/have not harmed or shown aggressive or threatening behaviour towards any person or any other dog.
- Four Paws has Public Liability insurance and is only covered for negligence, not animal injury through play etc.
- I understand that Four Paws staff give all pets involved in any type of incident a cursory examination; however, Four Paws staffs are not trained veterinarians and will not be liable for the location, treatment or diagnosis of any injuries incurred on the Four Paw's premises. If my dog(s) is/are involved in an incident at Four Paws I will be informed. I will check my dog(s) further or seek treatment for my dog(s) by a veterinarian at my discretion and cost.
- Dogs are suggested to be spayed or neutered (unless they are under 6 months of age) but are judged on an individual basis. Bitches in season are NEVER accepted at day care and it is the owner's responsibility to monitor this.
- All dogs must have up-to-date vaccinations. Owners must submit written verification that their dogs have current standard vaccinations. Four Paws recommend all dogs to have their Kennel Cough vaccination. It is your responsibility to provide on-going verification of current vaccinations. You will be charged a "special needs fee" if it is necessary for our staff to secure verification from your vets.
- All dogs must be in good health. Owners will need to certify that their dogs are in good health and have been free from any condition that could potentially jeopardize other guests. If, at any time during care, a dog is noticed to have fleas or ticks, treatment will be applied and charged to the owner at the minimum rate of £20.00. All dogs will be examined for signs of fleas and ticks at check in and will not be admitted to day care if fleas or signs of fleas or ticks are noticed. This "spot check" is not a foolproof process; therefore, we highly recommend a flea and parasite preventative, excluding flea/tick collars.
- Collars must be worn at all times with name tags.
- All food brought to Four Paws must be stored in an airtight/rodent proof container. Plastic bags or opened dog food bags are not acceptable. Dogs will only be fed food provided by owners.



- All dogs must pass the Four Paws induction for enrolment in our program. All dogs must be non-aggressive and not food or toy protective. By enrolling owners are certifying that their dog(s) have not harmed or shown any aggressive or threatening behaviour towards any person or any other dog(s). Please remember that your pet will be spending time with other pets and that their safety and health is our main priority. Keep in mind, although it is supervised play, your dog still might acquire an occasional nip or scratch. If this occurs your pet will receive basic treatment as required. In the event of a pet needing medical attention they will be taken to Hollybank Veterinary Centre, Sandiway where we will act upon veterinary advice. All Veterinary fees are the responsibility of the owner.
- Any age dog/puppy is allowed at Four Paws Doggie Day Care facilities as long as the dog/puppy meets the criteria and is aged over 12 weeks.
- All dogs must have a complete, up-to-date and approved enrollment form on file and commit to one-day a week minimum program participation. If this weekly commitment is not met, your dog may be required to take a re-assessment and fees may apply. If your dog has been out of day care for two months or more, re-assessment is required and fees will be applied.
- Fees are due and payable at the end of each day. Cash and cheques are accepted. Discounted packages are provided only if they are paid in advance. Pre-paid packages are non-refundable. A fee of £30 will apply to all returned cheques.
- Opening times are Monday through to Friday from 7.30am to 6.30pm. Drop off time 7.30am – 9.30am and pick up any time after 4.30pm. Weekend and bank holiday times may vary. Four Paws Doggie Day Care facilities close promptly at 6.30pm. A late charge of £5 per 15 minutes will be applied.
- Reservations are required in advance.
- Cancellations not made by 6.30pm one business day prior to the scheduled day care day will be charged full fees and invoiced to the owner.
- I grant Four Paws and/or its agent's full power of decision concerning the care and well being of my dog(s). Should any medical emergency arise, it is agreed that Four Paw or its selected agents can and will make any needed decision concerning medical treatment and choice of care giver up to £200 and I will be responsible for reimbursing all such costs to Four Paws.





Four Paws Pet Sitting, Pet Taxi and Dog Walking

- Four Paws accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Pet care will be performed only by Four Paws during all assignments unless prearranged with client (i.e. in the event of Four Paws owner or employee being on holiday or sick etc.)
- I agree to reimburse Four Paws for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
- Four Paws agrees to provide all services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Four Paws, its employees or assigns, except those arising from negligence of the pet sitter. Four Paws is not responsible for damage incurred by pets escaping because of a faulty leash/collar or a collar that is not properly fitting. Clients agree to notify Four Paws of any concerns within 24 hours of any complaints.
- Four Paws will not be liable for the injury, disappearance, death, or fines of any pet unless due to a Four Paws employees negligence.
- Customer will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Four Paws in the event of a claim by any person injured by the pet.
- This agreement is valid for all future visits. Four Paws reserves the right to terminate this agreement at any time, at its sole discretion; likewise, clients may terminate this agreement at any time. There is no term of contract for daily dog walking.
- House keys are collected at the time of your consultation visit and should you decide to use our services on a regular basis your keys can be held by us to avoid any inconvenience of having to drop it off each time you need pet care. Your security is assured at all times as all keys do not bear any address. Should you not require this service then your keys will be returned to you once you are home. However on each subsequent booking, if you are unable to get the keys to us, we will collect them but will have to charge our basic pet visit rate.
- Whilst being transported all animals will be caged for their own welfare.



- Four Paws strongly recommends insurance for all pets.

Home Boarding

- We require a deposit of 50% for all bookings.
- Drop off and collection times 10 - 11am and 5 - 6pm. This allows me to have a structured day. If drop off is in morning of day 1 and collection is evening of day 2, you will be charged for 2 days.
- If you need to cancel a booking for any reason this deposit is refundable with at least three days notice.
- Dogs will always be fed after walking as there is a great risk of bloat (twisted gut) if dogs are fed before.
- Owners must provide their own food for their dog to avoid upset stomachs etc. However, treats maybe given by Four Paws Pet Services unless allergies specified on enrolment form attached.
- All dogs are accepted on the understanding they are staying in my home and should be used to a home environment. Any damage caused by destructive dogs shall be paid for by the owners.
- Due to dogs from different households mixing, I understand my dog's possessions e.g. toys, bed etc may be used different dogs and wear and tear may occur.
- All dogs are walked on a lead; we need your written consent to let your dog off.
- I am of the understanding that my dog will be sharing accommodation with other animals from different households and that in the event of injury or disease the pet sitter and or Cheshire West & Chester Council will not be held responsible. All reasonable precautions will be taken to avoid situations that will compromise the safety of the animals during their stay with Four Paws Pet Services.

