

Terms and Conditions

1. All clients will be deemed to have accepted Happy Hounds terms and conditions (as laid out here) and signed to show this at the time of their consultation
2. Happy Hounds will not confirm any booking until a consultation has been carried out with the client and the contract, with full details of client requirements, has been signed by the client.
3. Full payment should be made by the end of each working week via cash, cheque or bank transfer, or on a "pay as you go" contract which is left out on the day of the service.
4. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of Happy Hounds, these will be purchased and added to the bill.
5. If it is necessary for keys to be given to Happy Hounds, then these must be given to the walker on the day of the consultation.
6. The client must provide Happy Hounds 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 Happy Hounds reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
7. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Happy Hounds.
8. Happy Hounds must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
9. Although Happy Hounds holds Public Liability insurance, wherever possible pets should be insured by the client. Happy Hounds reserves the right to refuse a booking for any animal which is not insured.
10. Happy Hounds will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Happy Hounds cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
11. For bookings at least 1 week notice should be given, so we can fit your requirements into our schedules. We do however make exceptions for last minute bookings, but we can not always guarantee that we will be available.
12. Your booked time is estimated only and whilst we make every effort to arrive on the time given, depending on road conditions and unforeseen circumstances, please allow approximately 30 minutes after your booked time slot for the dog walker/pet servicer to attend. In adverse weather conditions please understand that we are still open and may be slightly delayed.

Terms and Conditions - Dog Walking

1. We must be notified at least 1 week in advance to cancel regular weekly dog walks. For dog walks which are for 1 or 2 walks a week, we must be notified at least 48 hours in advance if you would like to cancel.
2. All dogs being exercised must be fully vaccinated and on a regular flea and worm control regime.
3. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.
4. Happy Hounds 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.
5. All dogs will be exercised on a lead unless prior agreement has been reached with Happy Hounds and a disclaimer form has been signed.
6. The walker will apply personal judgement 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.
7. Clients may make further requests to the Dog Walker which will take extra time out of your booked walk. All walks/time slots are 30 minutes or 1 hour long, which does not include travel time.

Terms and Conditions - Pet Pop Ins

1. Any cancellations must be made more than 48 hours in advance
2. Happy Hounds will make adequate steps to ensure your home is safe and secure in your absence, however Happy Hounds cannot be held responsible for any burglaries or accidents caused by your pet(s).
3. The client must provide all items necessary for your pet to be adequately cared for in the clients absence.