

Terms and Conditions - General

1. All clients will be deemed to have accepted Adoggo's terms and conditions (as laid out here) on signature of the contract or by completing the online form.
2. Adoggo will not confirm any booking until a Meet&Greet has been carried out with the client, and the contract with full details of requirements, has been signed or completed online by the client.
3. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice, or by the date specified on the invoice (for dog walking clients) via cash or bank transfer. If payment is not made within this time 2.5% of the total bill will be added for each day that payment is overdue.
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 **Adoggo**, these will be purchased and added to the bill.
5. We prefer to have a spare key, but if it is necessary for keys to be picked up or dropped off in order to complete an assignment, charges will be applied for each trip at £3.00 for up to 3 miles, thereafter £1.00 per started mile.
6. The client must provide Adoggo 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 Adoggo 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 Adoggo.
8. Adoggo 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 Adoggo holds Public Liability insurance, wherever possible pets should be insured by the client. Adoggo reserves the right to refuse a booking for any animal which is not insured.
10. Adoggo 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, Adoggo 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. Any information we hold regarding you or your pet(s) is kept completely confidential and used for no other purpose than to contact you regarding your dog or our services. Any information we hold regarding you or your pet will be made available to yourself upon request.

Terms and Conditions - Dog Walking

1. Cancellations & Service Amendments – For the amount of walks a week your dog has, you must give a week notice (e.g. 3 walks a week = 3 weeks notice). The full amount will be charged, during the notice period.
2. All dogs being walked must be 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. Adoggo 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 Adoggo and a disclaimer form has been signed.
6. The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (i.e. excessive heat, snow, storms etc.) for the safety of both the dogs and the walker.
7. Although we carry towels, if dogs require a quick towelling off after walks towels must be provided and left by the entrance. We will dry them off as best as we can, but we cannot guarantee that they will be bone dry. We therefore suggest they have an area to be left in, where they will cause the least amount soiling.



Dog Walker

Weston-super-Mare

 **adoggo.com**

 **07434 872 377**

  **AdoggoWSM**

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Terms and Conditions – Pet Sitting/Feeding

1. Any cancellations must be made more than 48 hrs in advance or the full rate will be charged.
2. Adoggo will take adequate steps to ensure your home is safe and secure in your absence, however Adoggo cannot be held responsible for any accidents or damage caused by your pet(s).
3. The client must provide all items necessary for your pet to be adequately cared for in the client's absence.



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