

Tickly Paws - Dog Training Terms and Conditions

Booking

- a. Tickly Paws Pet Care will provide training appointments (times and dates). If an unforeseen situation arises, the appointment may be adjusted.
- b. By placing a booking, you are deemed to have read, understood and accepted Tickly Paws terms and conditions.
- c. Completion of the booking process and acceptance of our terms and conditions forms your contract with Tickly Paws - Dog Training.

Cancellations

- a. All bookings cancelled within 24 hours of start date will result in client paying Tickly Paws in full.
- b. If Tickly Paws Dog Training cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours' notice.
- c. Tickly Paws reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable, particularly with changes in the weather meaning we have to postpone a session.
- d. If we know in advance that the weather will not be suitable, we will let you know, however, often the weather can be very changeable from hour to hour. If a booking is cancelled due to the weather, we will let everyone know who has booked in as soon as we can.
- e. We will then reschedule all the bookings to an alternative day or course date. Tickly Paws will not be liable for any losses or expenses arising from amendments to the 121 session, course or cancellations.

Payment

- a. Tickly Paws Pet Care accepts cash/bank transfer.
- b. The full amount is payable to Tickly Pet Care at the time of booking.
- c. Where services are required long term, the client may make payments on a monthly basis.
- d. Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

Privacy Policy

- a. All of your information will be kept private and confidential.
- b. Tickly Paws Pet Care highly respects our clients' entrusting us with the care of their home and pets.
- c. All of our records will be stored in compliance with the Data Protection Act 1998.

Insurance

- a. All reasonable care is taken to ensure the integrity and suitability of the care provided.
- b. Tickly Paws Pet Care has valid public liability insurance, for the peace of mind of its clients.
- c. The insurance only covers Tickly Paws, for the duration of the selected service.

Collars/Leads

- a. Please use a secure collar or ideally a harness with appropriate tags for all training sessions.
- b. Please keep your dog on lead at all times unless advised otherwise by the trainer
- c. We do not allow prong or choke chain collars; slip leads or extendable leads in classes. If you would like any help with selecting equipment, please let your trainer know.

2. 1-2-1 Training sessions

- a. The training session will take place at your home or at a suitable agreed location, depending on the nature of the training.
- b. Practical aspects of the programme are included and will be demonstrated to you
- c. Tickly Paws will provide you with a follow up report within 7 days.
- d. 121 Training will be subject to an additional mileage charge at £0.45 per mile should the session be outside of a 15-mile radius of NE8 2TJ.
- e. An additional hourly fee of £30ph is chargeable when travel is more than 1 hour per visit.

3. Classes, Training & Consultation

- a. You are responsible for the behaviour and actions of your dog while attending training and are required to clean up after your dog should they go to the toilet.
- b. Please respect the personal space of other dogs and ensure you stand at an appropriate distance until your trainer advises the correct social introductions.
- c. You must follow instructions at all times, including all safety instructions and don't use equipment when your trainer is not present.
- d. It is your responsibility to ensure your dog is fit and healthy to attend training. For group training your dog must be fully vaccinated and not suffering from any infectious disease that could be transmitted to any other dogs.
- e. Please inform your trainer before your training session if your bitch is in season as they will not be able to attend group sessions.
- f. We use reward-based training therefore harsh handling will NOT be allowed under any circumstances. Your trainer reserves the right to request any persons to leave the premises or cease the session if they are abusive to any other person or dog.
- g. Please ensure you have lots of treats and your dog's favourite toy available whilst attending training.
- h. Any accidents or issues involving a person or a dog must be reported immediately to the trainer.
- i. Cars are parked at their owner's risk. We do not accept any responsibility for theft or damage to cars or property whilst at training.
- j. Family members are always welcome in classes and 121 training. All children under 16 must be accompanied by an adult.

Liability

- a. Tickly Paws Pet Care shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond Tickly Paws reasonable control.
- b. Client understands and acknowledges that the elimination or modification of behaviours is not guaranteed and that dog training will not provide exact results. Each dog is different in regards to ability, breeding, and temperament.
- c. Client accepts responsibility for any damage dog may cause through aggressive or improper behaviour that may occur before, during, or after all services provided by Tickly Paws Dog Training

Advertising

- a. The customer consents to their pet being photographed, video and/or used in any social media or advertising by Tickly Paws Pet Care without prior approval. All such media remains the property of Tickly Paws Pet Care.

Tickly Paws Dog Walking & Terms and Conditions

Booking

- a. Tickly Paws Pet Care will provide a time in which walks will take place. If an unforeseen situation arises, the time interval may be adjusted.

Cancellations

- a. Bookings cancelled within 48 hours will result in client paying Tickly Paws in full or held for subsequent bookings
- b. If Tickly Paws Pet Care cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours' notice.

Payment

- a. Tickly Paws Pet Care accepts cash/bank transfer.
- b. The full amount is payable to Tickly Pet Care at the time of booking.
- c. Where services are required long term, the client may make payments on a weekly or monthly basis.
- d. Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements.

Liability

- a. Tickly Paws Pet Care shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond Tickly Paws Pet Care's reasonable control.

Advertising

- a. The customer consents to their pet being photographed, video and/or used in any social media or advertising by Tickly Paws Pet Care without prior approval. All such media remains the property of Tickly Paws Pet Care.

Aggressive Animals

- a. Tickly Paws Pet Care will not accept to walk aggressive dogs.
- b. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) has not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- c. We will not walk unruly or untrained dogs.
- d. If the client's dog(s) whilst being walked shows aggressive tendencies towards Tickly Paws Pet Care, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the dog returned to the location where it was collected.

Unforeseen Purchases

- a. In the event that additional items need to be purchased in the absence of the client – that contribute to the health and wellbeing of your dog, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

Keys

- a. Tickly Paws Pet Care will obtain a copy of your house key during the in-home consultation. This key will be held by the pet sitter/dog walker and will be coded for security and kept securely.
- b. It is recommended that your keys remain in Tickly Paws Pet Care's custody for convenience in future use of our service.

Updates

- a. Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

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- b. All of our records will be stored in compliance with the Data Protection Act 1998.

Insurance

- a. All reasonable care is taken to ensure the integrity and suitability of the care provided.
- b. Tickle Paws Pet Care has valid public liability insurance, for the peace of mind of its clients.
- c. The insurance only covers Tickle Paws Pet Care, for the duration of the selected service
- d. It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the booking.

Additional Pet Care Assistance and Other Scheduled Services

- a. Tickle Paws Pet Care does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
- b. Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.
- c. It is understood that the client will notify anyone with access to the home that the services of Tickle Paws Pet Care have been engaged.

Inclement Weather

- a. Tickle Paws Pet Care will use their best judgment in caring for your pet(s) and home at the time of inclement weather. Tickle Paws Pet Care will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

Medication/Vaccinations/Immunisations

- a. Tickle Paws Pet Care will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- b. Under no circumstances will Tickle Paws Pet Care service any pet that has any form of active contagious illness.

Pet Waste

- a. Tickle Paws Pet Care will properly dispose of your pet(s) waste. We may, however need to sometimes bring the waste back to dispose of in your outside waste bin.

Collars/Leads

- a. Please provide secure collars with appropriate tags for all visits.
- b. Dogs will be walked on long leads therefore its recommended dog wears a harness.

Fences

- a. Tickle Paws Pet Care does not accept any responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area.
- b. This includes electronic, wood, metal or any other type of fence, or in premises that contains an unlocked cat flap.

House Cleanliness

- a. Tickle Paws Pet Care will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.
- b. Tickle Paws Pet Care is not responsible for carpet/ flooring stains created by your pet(s).
- c. We request that you provide towels to clean paws.

- d. If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean-up time.

Household Emergencies

- a. In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

Accompanying Visitors

- c. A walker may wish to have either a companion or spouse accompany them on an assignment at no additional cost to the client. This may happen for staff training or if personal safety is thought to be an issue.