

Client Terms and Conditions

Behaviour of dog

In accordance with Park regulations each dog must be well behaved and respond to commands when off the lease. If a dog is insufficiently well behaved the dog's bad habits will be discussed with the owner and the dog will be forced to attend and complete training at the expense of the owner in order to correct the problem.

Bitches in Season

Bitches in season are unable to be walked

If a client wishes their bitch to be walked in season it will be an additional service. Therefore it would be provided at additional rates at a different time of the day and not necessarily by the same walker.

Insurance of Members

All owners will ensure that their dog(s) will have a minimum of Third Party insurance at the time of joining the club and will provide the relevant policy certification to the club.

All owners will be responsible for making sure their dog(s) are continually insured during the period of their membership.

In the absence of any insurance all members should understand that if their dog or cat causes an accident, through no fault of the walker or sitter in charge, neither the walker or sitter's personal insurance, nor the insurance policy of The K9 to 5 Club, will be expected to cover the cost of the accident.

K9 to 5 Staff

No client shall solicit for employment or employ a K9 to 5 Club employee or service provider either during the period of membership or for a period of 12 months subsequent to the termination of membership.

K9 to 5 Staff are not authorised to accept bookings. All bookings must be made by application to The K9 to 5 Club office.

Notice periods for services

If The K9 to 5 Club feel they can no longer provide services for a dog for whatever reason they will provide a minimum of two weeks notice.

Cancellation charges

Cancellation of all appointments and sitting services must be done by telephoning the K9 to 5 club office or in person, 48 hours in advance. If this advance notice is not received the client's quota will be considered used, or the client will be charged the full amount for the service.

Payment

A cheque for the registration fee and the first month of membership must be paid at the time of registration.

On entering into a "walking" contract with The K9 to 5 Club each client will be given standing order instructions. The client will submit these instructions to their bank/ building society. Standing orders will continue to be honoured throughout the client's period of membership. Membership expires on the last day of payment.

All services other than walking will require a minimum payment to be paid in advance of those services.

All bills for services not included in the membership fee are to be paid in full at the end of each month. No credit will be allowed.

Health of dog

The K9 to 5 Club offers a service to provide continuous treatment against worms and parasites on joining the club. If the owner does not take up these services The K9 to 5 Club will not be held responsible for any parasites contracted during membership and will expect owners to resolve this situation.

All owners must provide the club with their animal's up to date vaccination certificates.

All documents pertaining to the medical history of each dog or cat must be provided on registration.

Holiday Periods

Walkers will be available to walk clients' dogs all the working days of the year, Monday – Friday (except bank holidays) unless clients are otherwise informed by management. Walks can be requested on certain Bank Holidays but there will be an additional charge.

When a walker is ill or on holiday, an alternative walker will be found to cover the walk by The K9 to 5 Club.

If the office should close for a holiday period clients will be notified at least two weeks in advance.

If the client wishes to have services when the office is closed for a holiday period they should contact the office to arrange their requirements two weeks in advance of the holiday period. The walker provided within the holiday period may not be their usual walker.

Clients will be credited walks if no one from The K9 to 5 Club is available to walk, with the exception of Bank Holidays.

Uniform

Owners must provide all pets with a snug and strong material or leather collar with the K9 to 5 Club tag attached at all times.

All dogs must have a strong, medium length lead. Broken or heavily chewed leads will not be acceptable.

Termination of Contract

All members shall provide one month's notice if they wish to terminate their membership.

Right of refusal

The K9to5 Club reserves the right to refuse membership to any owner whom in their opinion will act or is acting in an irresponsible and neglectful manner towards their dog(s).

The K9 to 5 Club reserves the right to cancel membership at any stage during the membership.

Disclaimer

K9 to 5 would like to assure members that whilst every possible care and attention will be given to each individual dog they cannot accept responsibility for any accidents, illnesses or other events beyond their control.

