

 Date....................................................................

Your Name(s)..........................................................................................................................................

Your Address...........................................................................................................................................

.................................................................................................................................................................

Preferred Tel #............................................................................................................

Emergency Tel #.........................................................................................................

Vet Name, Address & Number..................................................................................................................

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Dogs Name................................................................. Age........................ M/F................Neutered / Not

 Microchip Number..............................................................last worming and/or flea treatment date..............

Special diet/ problem foods...........................................................................................................................

Skin conditions.................................................................................................................................................

Any ailments....................................................................................................................................................

Any fears/discomforts/problems........................................................................................................................

Currently taking medication................. For...................................................................................................

Socialised /Not Recall / Not Any other vital info....................................................................

Booking details; Date(s)/Time(s)/Duration and Return if boarding..................................................................

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Signing this form means **you agree to our terms & conditions, as on page 2 of this document and displayed on the website, and consent to your dog being off lead and/or crated/muzzled if necessary** whilst in the company of any representative of Dogs ‘R Us Aberdeen, the proprietors of which are Pat & Max Brodie. If necessary we will take your dog to your vet or failing that, our vet (Swan, Holburn St.) Our insurance policy is held with Cliverton for the purposes of: Dog walking & dog/cat/small domestic (non DWAA) pet minding including horses, donkeys & domesticated farmanimals, boarding in insured's own home & house sitting, pet taxi (excluding human passengers), loss of keys/replacement locks.

Signature..............................................................................Print Name......................................................................

Signature..............................................................................Print Name......................................................................

**TERMS AND CONDITIONS OF SERVICE
1. Definitions:**The following definitions apply throughout these terms and conditions:  **1.1** ‘You’ means the customer(s) requesting the services in a booking accepted by Dogs ‘R Us Aberdeen who has/have exclusive or shared ownership of the dog for which the services are being provided. The customer(s) has/have full responsibility for complying with the ‘Your Obligations’ section as noted below.  **1.2** ‘Booking’ means the booking made by you and accepted by Dogs ‘R Us Aberdeen for the provision of the services. The details of all bookings are recorded on the Booking Form (copy attached) and as updated from time to time and confirmed in writing by either party.  **1.3** ‘Services’ mean the provision of dog playground/walking/sitting/more services by Dogs ‘R Us Aberdeen for the Customer in accordance with the provisions of the ‘Our Obligations’ section as noted below.  **1.4** ‘We’ means Pat & Max Brodie, trading as Dogs ‘R Us Aberdeen carrying on its business at 43 Gaitside Drive Aberdeen, AB10 7BH.  **2. Bookings:**We want to make the process of engaging our services as straightforward as possible and meet with each new customer in their home so we can be introduced to your dog and find out about their requirements. In order to ensure that we have all the necessary details for future reference and to comply with our own procedures and obligations, we have designed the following booking process with which you must comply fully. Whilst with Dogs ‘R Us Aberdeen we may photograph/video your dog and use said in promoting Dogs ‘R Us Aberdeen. **2.1** You must accurately and truthfully provide all relevant details about your dog and any specific requirements relating to your dog as required on the Booking Form.  **2.2** Bookings must be made in advance and agreed by Dogs ‘R Us Aberdeen. Bookings cannot be confirmed until we receive a signed copy of the terms and conditions and completed Booking Form from you. .  **3. Fees**Our fees are calculated per session and the current fee applicable to your booking can be calculated as per the pricing structure on the Booking Form. We reserve the right to review and increase fees as necessary and any changes to our fees will be notified to you giving one month’s notice in advance. In order to keep fees as low as possible, we ask all customers to pay in advance.  **3.1** Fees are payable prior to sessions, weekly or monthly in advance and can be paid by standing order, cheque or cash.  **3.2** Should you fail to make payment of the fees in full within the timescales, we reserve the right to withdraw the services with no notice until such point as the fees are brought up to date.  **3.3** Should you wish to cancel a dog walking/care session for any reason, you MUST provide 24 hours written(text/message) notice. Providing that you provide notice within 24 hours, you will pay 50% of the fee for the session(s) involved. Failing that, the full fee owing for the session(s) shall be payable.
**3.4**If you do not require our service but wish to maintain access to a place for your dog (a break), you will pay 50% of the fee that would be owing throughout the time of the break.
**3.5** Termination of any full time placement or arrangement that has been in force for more than 3 months, will require notice of 1 month, inclusive of payment for that month, whether or not your dog attends. **4. The Services**Our walking/playground service is focused on providing your dog with the opportunity to engage in physical exercise during a playground session or walk. Our aim is for your dog to be returned to your home tired and happy after each session. Our sitting/care service is focused upon providing a ‘home’ setting for your dog when you cannot provide said. In order to achieve this, the following obligations apply:  **Our Obligations:**
**4.1** When the booking includes collection, we will collect your dog from and return your dog to your home address or elsewhere in the Aberdeen area as agreed and noted on the booking form.
**4.2** We will ensure that your dog is safe within our vehicle for the duration of the journey.
**4.3** We will play or walk your dog in the company of other dogs. These may be Dogs ‘R Us Aberdeen own dogs, or dogs belonging to other customers. This allows your dog the opportunity to socialise and play in a group situation.
**4.4** If walking,we will have your dog off or on a lead, at our discretion. In the playground, dogs will be ***OFF the lead.***
**4.6** We will towel dry your dog wherever possible and as necessary before returning it to your home address or elsewhere in the Aberdeen area as agreed and noted on the booking form.
**4.7** We will ensure that dogs are walked only by an individual deemed competent by Dogs ‘R Us Aberdeen and/or who holds a diploma in animal care, as do the staff of Dogs ‘R Us Aberdeen.
**4.8** We will ensure the well being of all dogs in our care, be that for walking, sitting or in the course of other services as offered by Dogs ‘RUs Aberdeen and if a situation occurs which requires veterinary attention due to a pre-existing condition, all fees will be met by the client.
**4.9** We hold appropriate liability insurance and will provide copies of this on request.  **Your Obligations:**
**4.10** You must provide complete the booking form prior to Dogs ‘R Us Aberdeen accepting your dog. This information must be current and it is your responsibility to advise of any changes.
**4.11** You must ensure adequate access to, within and from your property to allow for the collection of the dog at the agreed times. (please refer to cancellation section)
**4.12** Your dog must have a means of identification – name tag or similar – attached to their collar.
**4.13** Should your dog display any unexpected signs of aggressive behaviour such as biting around other dogs or people, you must provide an appropriate muzzle to avoid potential injury to other dogs or people during our walks.  **5. Health and Wellbeing**We aim to provide all dogs with the highest possible standard of care and attention to ensure their health and wellbeing whilst in our charge. In order to achieve this, the following conditions apply to all bookings:  **5.1** We are unable to walk dogs who have suffered from sickness or diarrhoea in the past 48 hours due to the risk of cross infection to other dogs and you are obliged to inform Dogs ‘R Us Aberdeen of any sickness or diarrhoea and to make alternative arrangements to have your dog walked until they have been free of sickness and/or diarrhoea for a period of 48 hours.  **5.2** We walk dogs in a group situation which has many benefits for the dogs in terms of developing their social skills and encouraging playful activity. The close contact with other dogs (both during transportation and whilst on the walks themselves) does carry a level of risk that your dog may pick up a contagious disease or condition. Common contagions include (but are not limited to) conjunctivitis and Kennel Cough. Dogs ‘R Us Aberdeen cannot and does not accept liability should your dog pick up a contagious disease or condition from another dog whilst in its care.  **5.3** We cannot accept responsibility for any sexual activity between the dogs whilst in our care and therefore you should ensure that your dog has been neutered prior to the booking or that you accept the risk of impregnation or liability for same.  **5.4** Should your dog be injured or become sick whilst in our care, we will make every effort to contact you prior to authorising any veterinary treatment. Should an emergency arise, we reserve the right to authorise any veterinary treatment required to deal with the emergency without obtaining your prior consent. In either situation, you shall be liable for all veterinary costs and expenses incurred.  **6. Behaviour and Conduct**We take all reasonable precautions to ensure that your dog has a safe and happy walk with us. We normally have a number of dogs who walk off the lead on each walk and therefore the following conditions apply to all bookings:  **6.1** We cannot accept any dog that has been the subject of any control order, breaches and/or prosecution, particularly under the Animal Welfare Act 2006, the Dangerous Dogs Act 1991, Dangerous Dogs (Amendment) Act 1997, the Dogs Act 1871 or any other applicable laws. You must disclose any information about your dog that relates to these or any similar offences prior to the booking and advise immediately should your dog become subject to any orders, breaches or prosecutions after your booking has been accepted.  **6.2** You are responsible for ensuring that your dog is properly trained to come back to the individual walking your dog on command. Should you give permission for your dog to be walked off the lead and your dog then fail to return on command, this is entirely at your risk and Dog ‘R Us Aberdeen cannot accept responsibility or liability for any loss or injury sustained. If you are in any doubt that your dog may not return on command, you should not give permission for your dog to be walked off the lead.  **6.3** Should your dog show any signs of aggressive behaviour which, in our sole opinion, is unsuitable for a group walking situation, we shall advise you of this and reserve the right to cancel your booking with no notice and no refund of any pre-paid fees. **7. Insurance and Liability**We understand that despite best efforts, things can sometimes go wrong and a dog may be involved in injury, damage or harm. We do our utmost to have robust systems in place to minimise any risks and, in addition, the following conditions apply to all bookings:  **7.1** Dogs ‘R Us Aberdeen hold appropriate insurance coverage in respect of our obligations in providing the services of dog walking & dog/cat/small animal domestic (non DWAA) pet minding including horses, donkeys & domesticated farm animals; boarding in insured’s own home & house sitting; pet taxi (excluding human passengers); loss of keys/replacement locks. **7.2** You are responsible and liable for any harm or injury caused by your dog to any person or animal whilst in our care. You should ensure that you hold appropriate insurance to protect you in the case of any liabilities arising.  **7.3** You shall indemnify Dogs ‘R Us Aberdeen against any claim, loss, damage, cost, expense (including legal fees), demand or proceedings however incurred or brought in respect of any damage or injury caused by your dog. This means that you accept full responsibility for the actions of your dog and that you shall not in any way attempt to hold Dogs ‘R Us Aberdeen or our employees or representatives at fault should your dog cause damage or injury.  **7.4** We cannot accept any liability for any losses incurred by you due to our inability to provide the services as agreed for whatever reason. Should we be unable to provide the service, we will make every effort to contact you as early as possible and to assist you in whatever way we can to make alternative arrangements to have your dog walked/cared for. We will not charge a fee for any sessions which we are unable to provide and will reimburse any pre-payments made. We cannot make any contribution towards the cost of making alternative arrangements to have your dog walked/cared for. **7.5** We shall not be liable for any failure to provide the service due to acts beyond our control including (but not limited to) Acts of God, extreme weather conditions, accidents or illness. You will be entitled to a full refund of any pre-payments made in these circumstances.