



**Wild Tails**  
Trealaw Road, Tonypany, CF40 2NP  
Website: [www.wildtailssouthwales.com](http://www.wildtailssouthwales.com)  
E: [wildtailssouthwales@gmail.com](mailto:wildtailssouthwales@gmail.com) T: 07729266457



## Terms and Conditions of Engagement

### Entire agreement:

Wild Tails is a trade name of myself, Lily-Celyn Gaylard and Ryan James Croudace whose registered address is at Trealaw Road, Tonypany, CF40 2NP.

This agreement contains the entire agreement between the parties and/or supersedes all previous agreements and understandings between the parties. Each party acknowledges that, in entering into this agreement, they do not rely on any representation, warranty, information or document or other term not forming part of this agreement.

These terms and conditions are the contract between you (the client) and Wild Tails ("I", "us", "we", etc). By engaging our services, you agree to be bound by them. These terms and conditions are in conjunction with the Client Registration form, Veterinary Release form and Key Release Trust form.

Please read this agreement carefully, your understanding and acceptance is by way of your signature or by engagement of our business.

1 Consultation fee of £8.00 before any service is given. If no services are used, or there is a gap in using our services, for a total of 3 months or more, a consultation must be held again, and the fee must be paid again.

### 2. Financial - costs, invoicing & payment

- 2.1 Costs are at the current rates (can be found on our website), mileage charges apply only if we are required to take a dog to the vets. Public holidays are at the quoted rates X2.
- 2.2 Rates are normally subject to review at the start of my financial year or calendar year (1<sup>st</sup> April of any given year).
- 2.3 Wild Tails reserve the right to review rates and charges from time to time, out with the above period.
- 2.4 Wild Tails reserve the right to charge a session retainer fee, at our discretion.
- 2.5 Invoices are issued monthly, fortnightly or weekly dependent upon plan, by email unless requested otherwise.
- 2.6 Payment method – [cash or iZettle link or card payment accepted]. Prompt payment is very much appreciated. Late payments could lead to payment in advance of service basis or temporary suspension of service.
- 2.7 Payment terms for any service is in advance. Or  
Payment terms for ongoing dog walking service strictly upon receipt of invoice or within 5 days from date of invoice.  
Refund policy for advance payment is fully refundable subject to cancellation within 48 hours of the session agreed. Deposit (half of the cost of the service) will be lost if cancellation is within the 48-hour time frame and full payment will be lost within 24 hours of the service.
- 2.8 Payment terms for ad hoc dog walking service / home visits immediate upon completion of agreed block, or in advance.
- 2.9 Deposit payment and refund as stated in 2.7. Refund policy for advance payment is fully refundable subject to cancellation within 48 hours of the session agreed. Deposit (half of the cost of the service) will be refunded if cancellation is within the 48-hour time frame and full payment will be kept and no refund given if the service is cancelled with 24 hours or less of the service appointment.

### 3 Hours of work, Holidays, Sickness

- 3.1 Hours of work for dog walking / pet care services are usually Monday – Friday 09:30 – 18.30 and Saturday 09.30 – 13.30. All public holidays are at the quoted rates X2. All works are subject to Wild Tails schedule.
- 3.2 Holidays: If there are holidays that we want to book off, it will be done several months in advance. There will be no clashes. Availability will be limited if someone is on holidays as there will only be 1 diary open.
- 3.3 Sickness: Wild Tails will give customers as much notice as possible. If there is room in another diary then your session will be covered. Only 1 person conducts training sessions and therefore if cancellation is required your session can not be moved to another diary. Sessions will either be fully refunded, or sessions can be moved to another day / time where there is availability.

### 4. Documentation – all certification is available for inspection

- 4.1 Full commercial insurance is held – comprising appropriate Public Liability, Care, Custody and Control and Key Cover.





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- 4.2 Disclosure Barring Service (DBS) verified.
- 4.3 Professional Dog Walkers Association verified and compliant.
- 4.4 NARPS UK verified and compliant.
- 4.5 First Aid Certificate holder.
- 4.6 All members of staff / volunteers will wear a body camera when out on walks. This is for the safety of ourselves and your dogs, even your property.

### 5 Health & Safety and Law

- 5.1 Wild Tails ensures the welfare, safety and security of your pet and premises during and after our visit – this is our absolute priority always.
- 5.2 All members of staff / volunteers will wear a body camera when out on walks. This is for the safety of ourselves and your dogs, even your property. No footage will be shared on any social media or webpage, this is purely for safety and security, and only footage will be shown to relevant parties ie. Insurance/police ect.
- 5.3 All dogs to have own collar and identity tag. **Collar with name tag and microchip id is a legal requirement.** Leads will be supplied by us in line with Covid-19 rules and there on after. If you would like us to use your lead, it will be disinfected before return.
- 5.4 All dogs are walked subject to behaviour assessment and trial period to determine suitability for group walk.
- 5.5 Dogs will be kept on leads always. Off lead walking is by request following a reasonable period from engagement; providing your dog is well behaved, has good recall and the circumstances are deemed to be safe for your dog, myself, us and other members of the public who may also be within the vicinity; and subject to Local Authority regulation. You are responsible for ensuring that your dog is properly trained to come back to Us 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 we 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.
- 5.6 All dogs to be fully inoculated / vaccinated with current worm / flea treatment. Any dog deemed not to be adequately treated will not be walked. It is your responsibility, and we will hold no responsibility if you do not vaccinate your dog and they pick up something when out with us. Proof of inoculations / vaccinations will be requested.
- 5.7 No group walks for female dogs in season, pregnant dogs or ill dogs. One to one rates / home visit rates apply and are subject to availability.
- 5.8 Reactive dogs may be muzzled for safety of all parties, if you do not declare that your dog is reactive, we reserve the right to decline further services. We will not be held responsible for your dog, if you do not declare it is reactive, and it bites a member of the public, us, or another dog.
- 5.9 Adverse weather conditions may lead to a limited service. Mutual communication is required. E.g. In very wet conditions, walks may be curtailed to ensure enough pet drying time; snow may lead to delays or cancellation of service. Wild Tails will notify you at earliest convenient time. We reserve the right to decline services to dogs whom we think can not cope in certain weathers e.g., heavy coated dogs and the heat. If we take the dog out, and it clearly can not cope with the heat, you will not be refunded.
- 5.10 In emergency situations permission to take your pet to a Vet is required. Wild Tails will take the dog to the nearest vets depending on the situation. We will always try and take the dog to its own practice but sometimes this isn't possible.
- 5.11 All dog walking is carried out in compliance with PDWA Best Practice, Animal Welfare Regulations, Dangerous Dogs Act and all local authority bye laws.
- 5.12 In accordance with my environmental policy and local regulation all mess is always cleared up using only degradable waste bags.

### 6 Wild Tails commitment to you

- 6.1 Where dog walking agreement applies, the rate is inclusive of collection / safe return to dog exercise area, exercise period as agreed, treats, clear up of mess, full insurance and daily activity report. Walks are usually within your local area or at a designated local dog walking location.
- 6.2 Dog walking can be one at a time or with a small group for maximum care, attention and safety, at the discretion of Wild Tails, subject to availability and behaviour assessment.
- 6.3 Where home visit agreement applies, the rate is inclusive of services agreed.
- 6.4 Upon engagement Wild Tails will communicate by Facebook Messenger or text to report on progress. If you would like us to communicate via a communications book, it is your responsibility to supply it. We save all contacts onto the works





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phone and in an emergency, you will be called, failure to answer will mean we will text you and head straight to the veterinary practice.

- 6.5 We endeavour not to interrupt your busy day unless there is an emergency. If we telephone, please be aware that I would need to speak to you urgently.
- 6.6 We will endeavour to accommodate short notice / emergency bookings as best as possible, subject to feasibility and schedule.
- 6.7 Your training / command words are used.
- 6.8 Wild Tails is responsible for any NI, income tax and pension contributions incurred because of receipt of payment from you.
- 6.9 Security of key and premises is assured always. Keys are kept safe in a locked box.
- 6.10 Keys will be labelled, however, will not be labelled so that someone can identify the house. Please request details on labelling if needed.
- 6.11 Keys will be returned at the end of the contract or within 7 days of the request.
- 6.12 We will not loan, duplicate or use the keys issued to me in any unauthorized manner.
- 6.13 Staff / volunteers helpers engaged by us have your full permission to gain access to carry out duties as agreed.
- 6.14 We accept responsibility for the cost of replacement keys/cards, rekeying locks and any associated damage or losses should we lose the keys or should the keys be lost, stolen, or misused while in our possession.
- 6.15 Wild Tails will only access areas within your home as agreed with you to carry out our duties as agreed.
- 6.16 Cancellation of service by us: if we must cancel or reschedule a session, we will provide you with as much notice as is reasonably possible.
- 6.17 We will not be liable for any failure or delay in carrying out our service where that failure or delay results from any cause that is beyond our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond our reasonable control.
- 6.18 If any event described under 6.17 occurs that is likely to adversely affect our service, we will inform you as soon as is reasonably possible. Our services may be suspended at our discretion and any time limits that we are bound by will be extended accordingly. We reserve the right to charge a session retainer fee at our discretion.
- 6.19 We will inform you when the event outside of our control is over and provide details of any new dates, times or availability of services as necessary.

## 7 Your responsibilities

- 7.1 Bookings must be made in advance and agreed by Wild Tails. Bookings cannot be confirmed until we receive a signed copy of the terms and conditions, completed client registration and vet forms from you.
- 7.2 Full and easy access to dogs is required. For expediency, you shall allow access to Wild Tails via a mutually compatible method. Failure to provide full and easy access for Wild Tails to carry out agreed duties will incur charge of agreed rate and the possibility of no walk / visit that day.
- 7.3 You must accurately and truthfully provide all relevant details about your dog and any specific requirements relating to your dog as required on the Client Registration form; this includes but not limited to behavioural issues, likes, dislikes.
- 7.4 You are responsible for ensuring that your dog is properly trained to come back to Us 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 we 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.
- 7.5 You must disclose any information about your dog if he/she is subject of any control order, breaches and/or prosecution, particularly under the latest revisions of the Animal Welfare Act, the Dangerous Dogs Act, Dangerous Dogs (Amendment) Act, the Dogs Act or any other applicable laws and advise immediately should your dog become subject to any orders, breaches or prosecutions after your booking has been accepted.
- 7.6 Advise as soon as possible any adverse health issues of your dog.
- 7.7 Upon agreement to any plan, you shall confirm your requirement / booking for the following week. Short notice / emergency bookings will be accommodated as best as possible, subject to feasibility and schedule.
- 7.8 Cancellation of service by you or rescheduling sessions please provide us with at least 24-hour notice. We do, of course, understand that unavoidable issues come up and will do our best to work with you in case of an emergency.





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Cancellations outside of a 48 hours will not be charged. Cancellations within 48 hours will be charged 50% fee of the session booked, rescheduling within 48 hours is free. Last minute cancellations will be charged a cancellation fee each time. Less than 24-hour notice will result in a charge equal to 100% of the agreed service fee and no rescheduling within this time.

- 7.9 Ensure prompt payment of invoices, terms as per section 2 above.
- 7.10 Provide dog towels, special dietary treats and, oral medication if required. Oral medication administered at owners risk and only under exceptional circumstances.
- 7.11 Keep Wild Tails up to date with emergency and full daily contact details as applicable.
- 7.12 Any special requirements to be advised soonest.
- 7.13 You agree to reimburse Wild Tails for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
- 7.14 Any Vet fees / associated transport costs incurred because of non-negligent (accidental) injury to your pet whilst in the care of Wild Tails may be payable by you or your insurance.
- 7.15 You agree to indemnify and hold harmless Wild Tails in the event of 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 to 3<sup>rd</sup> parties, persons or their possessions as a result of non-negligence by us.
- 7.16 We would suggest that you hold appropriate insurance to protect you in the case of any liabilities arising.
- 7.17 You agree to indemnify and hold harmless Wild Tails of any key / entry related occurrences and/or damage to property if other third parties also have access to your home.

## 8 General Data Protection Regulations

We respect the information that we hold about you and we take the security of that information very seriously. All information held about you remains strictly confidential. Our Privacy Policy provides more information on the data we hold about you, what we do with that data, who we share your data with and your rights under GDPR. Paper copy is available on request.

- 9 Wild Tails reserves the right to alter / reschedule plans in accordance with work schedule. Outside factors beyond reasonable control may affect service. E.g. this may include one to one walks or group walks as appropriate, rescheduling of visits, cancellation of service.
- 10 This contract can be terminated by either party at any time.
- 11 Both parties Wild Tails and you, the client will hold a copy of this agreement.
- 12 You confirm that you have answered all questions truthfully and have not withheld any relevant information. You understand that non-disclosure of information may affect future service provision and negate Wild Tails liability insurance.
- 13 Your agreement and acceptance to engagement of Wild Tails dog walking / pet services and the above terms and conditions, is provided by signing this agreement or engaging us to carry out agreed service:
- 14 Summary check list:

Client Registration Form read, understood, signed	YES / NO
Rates and fees read, understood, accepted	YES / NO
Veterinary Release Form read, understood, signed	YES / NO
Terms & Conditions of Engagement read, understood, signed	YES / NO

Signed by owner:	Signed on behalf of Wild Tails:
Date:	Date:

