

TERMS AND CONDITIONS FOR  
<<INSERT NAME OF [COMPANY  
SERVICES]>> (FOR BOOKING A  
SESSIONS)

BACKGROUND:

These Terms and Conditions are to

A. to booking and provision for  
below) of any Dog walking  
as a self-employed individ  
name >> a company re  
<<Company Registration  
("Us"); and

B. where the client is a "Cons

1. Definitions and Interpretat

1.1 In these Terms and  
following expression

|  |   |
|--|---|
| "Business"                                   | business, trade, craft or profession carried<br>by any other person/organisation;   |
| "Consumer"                                   | "consumer" as defined by the Consumer<br>Act 1985, and in relation to these Terms and<br>Conditions means an individual who receives services<br>under these Terms and Conditions for purposes wholly or mainly outside the<br>individual's business;                             |
| "Dog"  | dog owned by You for which We agree to<br>provide services for a Dog walking Session;   |
| "Dog walking Ses                             | period of time commencing when We arrive at<br>the Premises to begin the Services and ending when<br>We have completed the Services. Where the context admits, it also means<br>the period during which the Services are to be provided during that period;                       |
| "Price List"                                 | standard price list for all Dog walking<br>Sessions which is [available from <<Insert Location<br>>> By Email or at Our Premises>>] OR [set<br>out in the Price List Schedule attached];  |
| "Professional<br>Dog Walkers'<br>Guidelines" | best practice guide published by the Pet<br>Grooming Association (and endorsed by the Dogs Trust,<br>the Kennel Club, the Feline Sector Group and the Pet<br>Grooming Association) prepared in the best interests of<br>the dog and to assist those involved with<br>dog walking; |
| "Registration Form                           | registration form that We provide to You for<br>You to register with Us;  |

SERVICES (B2C) PROVIDED BY:  
FOR DOG WALKING  
FOR A SINGLE SESSION OR A PACKAGE OF

apply:

Dog walking Session (as defined in Clause 1  
>> full name of individual dog walker>>  
OR [<<insert dog walking Company  
>> of Registration>> under number  
>> registered office is at <<Address>>]

Consumer Rights Act 2015.

Where the context otherwise requires, the  
meanings:



|                 |   |
|-----------------|---|
| “Regulations”   | means The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;   |
| “Services”      | means the provision of a dog walking service for the period of a Dog walking Session and the services, facilities, equipment, goods and materials, if any, which we provide/use in connection with and during that Dog walking Session, as detailed in Clause 8, together with in relation to that Dog walking Session, any incidental or other services agreed with You or any services reasonably necessitated by any of the circumstances contemplated by these Terms and Conditions or any other services reasonably necessitated by any incident or problem arising during that Dog walking Session; |
| “We/Us/Our”     | means the [person] <b>OR</b> [company] whose name is set out above and whose place of business and contact address is [set out above] <b>OR</b> [<<insert other address>>] and includes any dog walker engaged by Us where the context requires or permits;   |
| “You/Your”      | means an individual Consumer client to whom We agree to provide any Dog walking Session for the Dog; and  |
| “Your Premises” | means the premises (usually Your home) which We agree with You will be the start point to begin any Services for You.   |

- 1.2

Unless otherwise stated, all references in this document to:
- 1.2.1

“Conditions” is a reference to these Terms and Conditions;
- 1.2.2

“Clause” is a reference to a Clause of these Terms and Conditions;
- 1.3

The “Schedule of Services” means the Terms and Conditions and the contents of the Schedule of Services as if set out in the main body of these Terms and Conditions;
- 1.4

The “Terms and Conditions” are for convenience only and do not constitute a variation of these Terms and Conditions;
- 1.5

Words and phrases in the singular shall include the plural and vice versa;
- 1.6

References to gender shall include any other gender.
2.

**Registration**
- 2.1

In order to book any Dog walking Session You first have to register with Us. You must register by completing the Registration Form.
- 2.2

The information you provide in the Registration Form must be true and confirm in the Registration Form must be true and confirm Your confirmation that You are 18 or over and agree to these Terms and Conditions.
- 2.3

You must only book a Dog walking Session [in writing] only once We have accepted Your application to register. Our



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You may then (but not otherwise)  
n whether or not to accept Your

- b. Your application there will be an  
 c. We then accept any request by  
 d. Dog walking Session will be on  
 e. However, that agreement will not  
 f. or Us; You and We will only incur  
 g. walking Session.

will arise when (and only when) request a booking of such Dog  
ing request.

## ons, and Consumer Rights

- to book any Dog walking Session.
- is subject to availability. We will not  
e slot for any Dog walking Session  
d We accept the booking pursuant
- person][.] [by email][.] [by phone]  
booking system] as a single Dog  
ailable package of Dog walking
- n to You if You have pre-booked  
cepted the booking.
- ng Session [which is not part of a  
sub-Clause 3.10 below, rebook to  
cancelled) for a date which is no  
fter the date when You make and  
walking Session not booked (or  
be lost and, unless You cancel it  
terms and Conditions in that case,  
ade for it.
- g Sessions, but You do not at the  
walking Sessions included in the  
book dates for all of the package  
, 6, 8, 12>> week period after the  
Any Dog walking Sessions paid for  
s falling within that <<insert period  
and will be lost, and We will not  
em. Where You pay for a package  
for all of the package, We will use  
es that You subsequently request  
d as above e.g. 4, 6, 8, 12>> week
- on [or a package of Dog walking  
oking [or package] on the basis of  
on Form and these Terms and  
booking will be for Us to decide in



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Our offer will only constitute an offer. Only if and when We tell You to make such a booking or request to book a particular Dog walking Session [or package] it will there be a booking (on these Terms and Conditions) which shall constitute a binding contract between You and Us for that Dog walking Session [or package]. [If You wish to purchase a package of <<insert number>>, 10, 20, 30, 40, 60, 80, 100, 120, 140, 160, 180, 200, 220, 240, 260, 280, 300, 320, 340, 360, 380, 400, 420, 440, 460, 480, 500, 520, 540, 560, 580, 600, 620, 640, 660, 680, 700, 720, 740, 760, 780, 800, 820, 840, 860, 880, 900, 920, 940, 960, 980, 1000, 1020, 1040, 1060, 1080, 1100, 1120, 1140, 1160, 1180, 1200, 1220, 1240, 1260, 1280, 1300, 1320, 1340, 1360, 1380, 1400, 1420, 1440, 1460, 1480, 1500, 1520, 1540, 1560, 1580, 1600, 1620, 1640, 1660, 1680, 1700, 1720, 1740, 1760, 1780, 1800, 1820, 1840, 1860, 1880, 1900, 1920, 1940, 1960, 1980, 2000, 2020, 2040, 2060, 2080, 2100, 2120, 2140, 2160, 2180, 2200, 2220, 2240, 2260, 2280, 2300, 2320, 2340, 2360, 2380, 2400, 2420, 2440, 2460, 2480, 2500, 2520, 2540, 2560, 2580, 2600, 2620, 2640, 2660, 2680, 2700, 2720, 2740, 2760, 2780, 2800, 2820, 2840, 2860, 2880, 2900, 2920, 2940, 2960, 2980, 3000, 3020, 3040, 3060, 3080, 3100, 3120, 3140, 3160, 3180, 3200, 3220, 3240, 3260, 3280, 3300, 3320, 3340, 3360, 3380, 3400, 3420, 3440, 3460, 3480, 3500, 3520, 3540, 3560, 3580, 3600, 3620, 3640, 3660, 3680, 3700, 3720, 3740, 3760, 3780, 3800, 3820, 3840, 3860, 3880, 3900, 3920, 3940, 3960, 3980, 4000, 4020, 4040, 4060, 4080, 4100, 4120, 4140, 4160, 4180, 4200, 4220, 4240, 4260, 4280, 4300, 4320, 4340, 4360, 4380, 4400, 4420, 4440, 4460, 4480, 4500, 4520, 4540, 4560, 4580, 4600, 4620, 4640, 4660, 4680, 4700, 4720, 4740, 4760, 4780, 4800, 4820, 4840, 4860, 4880, 4900, 4920, 4940, 4960, 4980, 5000, 5020, 5040, 5060, 5080, 5100, 5120, 5140, 5160, 5180, 5200, 5220, 5240, 5260, 5280, 5300, 5320, 5340, 5360, 5380, 5400, 5420, 5440, 5460, 5480, 5500, 5520, 5540, 5560, 5580, 5600, 5620, 5640, 5660, 5680, 5700, 5720, 5740, 5760, 5780, 5800, 5820, 5840, 5860, 5880, 5900, 5920, 5940, 5960, 5980, 6000, 6020, 6040, 6060, 6080, 6100, 6120, 6140, 6160, 6180, 6200, 6220, 6240, 6260, 6280, 6300, 6320, 6340, 6360, 6380, 6400, 6420, 6440, 6460, 6480, 6500, 6520, 6540, 6560, 6580, 6600, 6620, 6640, 6660, 6680, 6700, 6720, 6740, 6760, 6780, 6800, 6820, 6840, 6860, 6880, 6900, 6920, 6940, 6960, 6980, 7000, 7020, 7040, 7060, 7080, 7100, 7120, 7140, 7160, 7180, 7200, 7220, 7240, 7260, 7280, 7300, 7320, 7340, 7360, 7380, 7400, 7420, 7440, 7460, 7480, 7500, 7520, 7540, 7560, 7580, 7600, 7620, 7640, 7660, 7680, 7700, 7720, 7740, 7760, 7780, 7800, 7820, 7840, 7860, 7880, 7900, 7920, 7940, 7960, 7980, 8000, 8020, 8040, 8060, 8080, 8100, 8120, 8140, 8160, 8180, 8200, 8220, 8240, 8260, 8280, 8300, 8320, 8340, 8360, 8380, 8400, 8420, 8440, 8460, 8480, 8500, 8520, 8540, 8560, 8580, 8600, 8620, 8640, 8660, 8680, 8700, 8720, 8740, 8760, 8780, 8800, 8820, 8840, 8860, 8880, 8900, 8920, 8940, 8960, 8980, 9000, 9020, 9040, 9060, 9080, 9100, 9120, 9140, 9160, 9180, 9200, 9220, 9240, 9260, 9280, 9300, 9320, 9340, 9360, 9380, 9400, 9420, 9440, 9460, 9480, 9500, 9520, 9540, 9560, 9580, 9600, 9620, 9640, 9660, 9680, 9700, 9720, 9740, 9760, 9780, 9800, 9820, 9840, 9860, 9880, 9900, 9920, 9940, 9960, 9980, 10000, 10020, 10040, 10060, 10080, 10100, 10120, 10140, 10160, 10180, 10200, 10220, 10240, 10260, 10280, 10300, 10320, 10340, 10360, 10380, 10400, 10420, 10440, 10460, 10480, 10500, 10520, 10540, 10560, 10580, 10600, 10620, 10640, 10660, 10680, 10700, 10720, 10740, 10760, 10780, 10800, 10820, 10840, 10860, 10880, 10900, 10920, 10940, 10960, 10980, 11000, 11020, 11040, 11060, 11080, 11100, 11120, 11140, 11160, 11180, 11200, 11220, 11240, 11260, 11280, 11300, 11320, 11340, 11360, 11380, 11400, 11420, 11440, 11460, 11480, 11500, 11520, 11540, 11560, 11580, 11600, 11620, 11640, 11660, 11680, 11700, 11720, 11740, 11760, 11780, 11800, 11820, 11840, 11860, 11880, 11900, 11920, 11940, 11960, 11980, 12000, 12020, 12040, 12060, 12080, 12100, 12120, 12140, 12160, 12180, 12200, 12220, 12240, 12260, 12280, 12300, 12320, 12340, 12360, 12380, 12400, 12420, 12440, 12460, 12480, 12500, 12520, 12540, 12560, 12580, 12600, 12620, 12640, 12660, 12680, 12700, 12720, 12740, 12760, 12780, 12800, 12820, 12840, 12860, 12880, 12900, 12920

**3.10** [You may cancel the Dog walking Session without charge if You give Us at least 7 days notice of the cancellation. If You do so We will refund to You the sum paid for the package unless when You cancel You ask instead to have the sum paid for the package, Dog walking Session and if We then in our discretion agree to make a late booking. [If however the Dog walking Session was part of a package, [We will not refund You any sum for it but] We will refund to You for that Dog walking Session an amount equal to <<insert percentage>> % of] the total sum paid for the package divided by the number of Dog walking Sessions in the package or] You may request a refund under Clause 3.10 for a date falling within the <<insert period e.g. 4, 6, 8, 12>> week period after the date when the Dog walking Session was cancelled].

3.11 If You cancel a Dog walking Session less than 14 days before the start of the Session, We shall refund to You the full price of the Session less any net financial loss that We suffer due to the cancellation of the Session. If You cancel a Dog walking Session less than 7 days before the start of the Session, Your refund will be limited to an amount equal to the full price of the Session (i.e. the price paid for it where it was an individual booking or the price paid for it had You booked it as a stand alone booking, rather than as part of a package, where it was booked as part of a package). We will be entitled to deduct that amount from any advance payment that You have made in advance for [, as the case may be,] that Dog walking Session. If You cancel a Dog walking Session less than 7 days before the start of the Session, and We shall refund any balance to You.]



OR

- 3.12 [You may cancel a [e.g. 48] hours prior to the time of the Dog walking Session. If You do so We will refund to You any sum You paid for the Dog walking Session when You cancel You ask instead to rebook for a later, available Dog walking Session and if We then in our discretion accept that rebooking, We will refund to You the sum paid for the Dog walking Session, however the Dog walking Session was paid for as part of a package. OR [We will refund to You the sum paid for the Dog walking Session an amount equal to <<insert percentage>> of the lower figure to recognise that the session price was divided by the total sum paid for the package of Dog walking Sessions in the package or] You may rebook it under the same terms for a date falling within the <<insert number>> 12>> week period after the date when You booked the Dog walking Session.]
- 3.13 If You do not give the prior notice period as in first line of Clause 3.10 e.g. 48> hours before the time of a Dog walking Session, We will be entitled to claim the financial loss that We suffer due to Your cancellation by reference to the Dog walking Session where that prior notice is less than <<insert number>> 12>> hours:
- 3.11.1 100% of the sum paid for the Dog walking Session where that prior notice is less than <<insert number>> 12>> hours
- 3.11.2 75% of that sum paid for the Dog walking Session where that prior notice is more than 12 hours but less than 24 hours
- 3.11.3 50% of that sum paid for the Dog walking Session where that prior notice is more than 24 hours but less than 48 hours
- For this purpose the sum paid for the Dog walking Session was part of a package if You booked it as part of a package. We will be entitled to deduct the sum paid for the Dog walking Session from the sum paid for the package, in the case may be,] that sum paid for the Dog walking Session and We shall refund any balance to You.
- 3.14 If, due to exceptional circumstances, including, but not limited to, illness or accident suffered by You, You are unable to attend a Dog walking Session without giving Us at least <<insert number>> prior notice, We in Our discretion will consider the circumstances and may decide whether to waive any charge for late cancellation. We are not entitled to make under the above provisions of this Clause.
- 3.15 We may cancel a Dog walking Session at any time before the time and date of the Dog walking Session in the following circumstances:
- 3.15.1 The dog walker is not available, because:
- 3.13.1.1 The dog walker is not available, because:
- 3.13.1.2 The dog walker is not available, because:
- 3.15.2 [where the dog walker is not available and an alternative person is available, We may decide to engage that person;]



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3.15. Clause 9 below occurs and continues for more  
od>>; or

3.15. not a “Consumer” (as defined in Clause 1 above).

If We refund a Dog walking Session in such circumstances We will refund to You the amount that You have made to Us for that Dog walking Session paid for as part of a package in which case the following will apply:

When a Dog walking Session is cancelled as part of a package, We will not make a refund but You may rebook the Dog walking Session (without further payment) for the same or a later date within the <<insert period e.g. 4, 6, 8, 12>> week period for the package, or if that period ends less than <<insert period e.g. 4, 6, 8, 12>> weeks after the date of the cancelled Dog walking Session, You may elect to have a refund instead of rebooking. We will refund to You the amount for the cancelled Dog walking Session that You would have paid for if it had been booked and paid for as a single stand-alone session.

3.16 We will endeavour to start the Dog walking Session You have booked at the agreed start time, but the start may be delayed by circumstances beyond our control, including the Dog walking Session or by other circumstances. If a delay of more than <<insert time period e.g. 15 minutes>>, or, if at any time for a Dog walking Session We notify You that the start will be delayed, at that time, You may cancel the Dog walking Session and We will refund to You in full the payment that You have made to Us for that Dog walking Session [unless it was paid for as part of a package in which case the provisions of sub-Clause 3.13 (as to rebooking of, or refund of, a Dog walking Session) will also apply to cancellation under this sub-Clause].

3.17 Dog walking Session prices [and dog walkers available to be allocated to Dog walking Sessions] are subject to change from time to time but We will give You notice as possible of any such changes.

3.18 We reserve the right to refuse a Dog walking Session if:

3.18.1 the Dog walking Session amounts to Your material breach of these Terms

3.18.2 the Dog walking Session is aggressive or dangerous or otherwise poses a threat to the safety of the dog walker, any other dog or other animal or the public.

You will not be entitled to a refund for a Dog walking Session started but not completed.

[If at any time You have booked Dog walking Sessions as a package but have not made use of one or more of such Dog walking Sessions, or if You have used one or more of such Dog walking Sessions but not yet booked and/or used the remaining Dog walking Sessions in the package, then in the event of that cancellation and in that case We will refund to You the amount for the Dog walking Sessions in the package cancelled and the number of package Dog walking Sessions not used. If You have booked Dog walking Sessions in the package as a package, then the provisions of this Clause 3.18 will apply to the whole package.]

3.19 When a Dog walking Session is not made on business premises (as defined in the Regulations), the Regulations give You the right to cancel the Dog walking Session in accordance with Clause 3.17, and they will be in addition to the above provisions of this Clause 3. You may for any



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on during the 14 day period after includes any Dog walking Session 14 day period, and if You have h Dog walking Session in that 14 cancel that requested Dog walking ance with Clause 4, and You may covered by that booking.

3.17, and You have already made  
 will refund the payment(s) to You  
 n less the amount due for the Dog  
 that We have provided.

List for all Dog walking Sessions

using any of the following methods:

ard By Phone or Using Our Online

## The Dog walking Session>>

## Redeemed at the Dog walking

notice, but if the price of any Dog  
when You book it and the date of  
it will not apply to You for the Dog

the Price List are inclusive of any

ees under Clause 6, You will be  
ge or reimburse them to Us in full  
You with relevant invoices and/or

use to provide any items that You  
 clause 6.7.6 to provide which You  
 Us promptly in full for that cost or  
 propose provide You with relevant

ilable to a “Consumer” (as defined



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6. **Health, Safe**

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6.2 After  
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pletion of a Registration Form will be deemed to  
You will be a “Consumer” in connection with any  
ded with any Dog walking Session. If at any time  
“consumer”, We may without liability to You cancel  
giving You a cancellation notice and You will not  
ed with any further Dog walking Sessions. [If at  
You have paid for Dog walking Sessions as a  
ed one or more such Dog walking Sessions, We  
g walking Sessions not yet used and the refund  
age Dog walking Sessions not used pro rata to  
ing Sessions in the package as a proportion of  
ackage].

plication to register or make any Dog walking  
unless You are aged <<Insert Age E.g. 18>> or  
e of Your age for that purpose.

**Requirements etc.**

walking Session You must:

me of that Dog walking Session, comply with all

You have not complied with any Health & Safety  
any such non-compliance not less than [e.g. 24,  
re than [e.g. 48, 72] hours before the scheduled  
g Session;

booking for that Dog walking Session, and also  
48] hours and not more than [e.g. 48, 72] hours  
ing Session, ascertain and disclose to Us all  
Safety Information;

ar, leash, harness, coat, muzzle, as necessary or  
when You make a booking, and you must also  
and quantity of food;

mmencement of each Dog walking Session and  
e relevant law, the Dog is wearing a collar with  
ss inscribed on it or a plate or badge attached to

pliance with the relevant law the Dog is  
etails registered on an authorised database.

we will discuss with You the Disclosable Health &  
non-compliance with any of the Health & Safety  
Us, and We will inform You if We decide not to  
reason. If We do accept Your booking, You must  
y instructions provided by Us relating to the  
information or the disclosed non-compliance with

Session do not disclose to Us any Disclosable  
or any non-compliance with any of the Health &  
discover such undisclosed Disclosable Health &  
sed non-compliance with Health & Safety Rules,  
vide some or all of that Dog walking Session or  
ons and to treat any such Dog walking Sessions  
n) as cancelled by You without notice, in which



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case We may make (or part of it) as set

at cancelled Dog walking Session above.

[If that Dog walking other remaining Do refund You for each amount equal to the walking Sessions in

package, We may also cancel any the package and in that case We will walking Sessions that We cancel an provided by the total number of Dog

6.4 In any case where surgeon to ensure emergency where V to do so, endeavour You. If We are unab be entitled to conta to You about the ma

at We should contact a veterinary of the Dog, We will, except in an renders it impracticable or unsafe /e do so to discuss the matter with r within a reasonable time, We will ry surgeon without having spoken

6.5 The veterinary surg surgeon whose nar where You have no able to contact that entitled to contact a

ny case will only be the veterinary You have given to Us except that fails for any reason or We are not in a reasonable time, We will be erinary surgeon.

6.6 The “Disclosable information:

mation” is all of the following

6.6.1 any medical (including a house training loud noises, dealt with pr of the Dog, to any mem walking Ses

racteristic or behavioural issue aggression), incontinence, lack of g or whining, anxiety, sensitivity to d relating to the Dog which, if not risk to the health, safety or welfare ed by Us, or to Our dog walker or dog or other animal during a Dog

6.6.2 breed, age a

6.6.3 where sub-C instructions

etails of the items, actions, and ause.

6.7 The “Health & Safet

llowing:

6.7.1 You must no Dog walking Clause 7 ab

a Dog walking Session or permit a ss all Your warranties set out in

6.7.2 You must en is up to dat Veterinary A Session it treatments;

the Dog walking Session the Dog (as recommended by the British ourteen days before Dog walking tick treatments and de-wormer

6.7.3 You must p any time du trusted third contact with

phone number for You to use at sion and the phone number of a n an emergency if unable to make

6.7.4 You authoriz the Dog’s he interests of veterinary s

/e may make decisions regarding that We at all times act in the best take and act on the advice of a ergency it is prudent to seek and

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- ce in order that We can safeguard the Dog's
- 6.7.5 [redacted] veterinary surgeon to provide any advice or  
[redacted] ted by this Clause 6, whether or not in the  
[redacted] e also permitted or required by these Terms and  
[redacted] other step(s);
- 6.7.6 [redacted] walking Session, to ensure the health or safety of  
[redacted] ssary for the Dog to be given any medication or  
[redacted] ired or any particular equipment or other item  
[redacted] ou must provide Us before that Dog walking  
[redacted] r medication, equipment or other item is needed  
[redacted] er with appropriate instructions; and
- 6.7.7 [redacted] of each booking of a [package of] Dog walking  
[redacted] s with the name, address and phone number of  
[redacted] nary surgeon.
- 6.8 When [redacted] We a sub-C  
[redacted] urse Us with any veterinary fees that We incur  
[redacted] refund you with such of those fees, if any, which  
[redacted] recover under Our insurance (as to which see
7. **Your Warranties**
- 7.1 You warrant to Us on booking and up to the start of each Dog walking Session that:
- 7.1.1 [redacted] v or bite, other than in relation to food;
- 7.1.2 [redacted] human or another dog;
- 7.1.3 [redacted] as a guard dog, police dog, for hunting or for any  
[redacted] ould be trained to attack;
- 7.1.4 [redacted] ny illness which may be transmitted to or cause ill  
[redacted] her animals; and
- 7.1.5 [redacted] ed and its details registered on an authorised  
[redacted] ce with the relevant law.
- 7.2 If We [redacted] at any of the warranties or undertakings in sub-  
[redacted] Claus [redacted] may, in addition to any other right or remedy that  
[redacted] We n [redacted] ances, cancel any and all Dog walking Sessions
8. **The Service**
- We will provide the Service on and subject to the following provisions and Conditions:
- 8.1 We will [redacted] provide all other services incidental thereto in an  
[redacted] nanner;
- 8.2 During [redacted] sion, We will walk the Dog either alone or in a  
[redacted] ve agreed with You to provide that Dog walking  
[redacted] yn in which case, We will only walk it on its own.  
[redacted] group, the group will in no event exceed <<e.g.  
[redacted] 4, 5, [redacted] Our insurance policy or any applicable laws or  
[redacted] regul [redacted] ewer number, the group will not exceed that  
[redacted] numb



- 8.3 We will provide a sound and will remove the Dog's faeces, if any, which it expels. We will ensure that waste bags are properly disposed of.
- 8.4 We will use the following equipment, as required by You as necessary, suitable and/or as requested: harness, coat, muzzle and We will also feed the Dog using food provided to Us for the purpose;
- 8.5 We will notify You of any equipment relating to the Dog which may be relevant to the care of the Dog;
- 8.6 During each Dog walking Session, We will take all steps, which are appropriate and necessary to ensure Our proper responsibilities as the provider of the Service are met. We include:
- 8.6.1 action reasons for the Dog, including:
- 8.6.1.1 the Dog's behaviour;
- 8.6.1.2 other factors which may affect the Dog at the same time as We walk the Dog;
- 8.6.1.3 membership of any dog groups;
- 8.6.1.4 other factors which may affect the Dog during a Dog walking Session; and
- 8.6.2 action reasons for the Dog, including:
- 8.6.2.1 membership of any dog groups;
- 8.6.2.2 other factors which may affect the Dog during a Dog walking Session;
- 8.7 We will only allow the Dog to be off its leash, if You have given permission, and in any event, We will comply with any limitations that You impose, e.g. the particular place, time and where You permit Us to allow the Dog to be off leash. We will ensure the Dog is called back to the dog walker reliably and immediately;
- 8.8 We will not in any circumstances allow the Dog to be off its leash on a public highway even if You have given permission to do so;
- 8.9 We will ensure that the Dog is:
- 8.9.1 kept with harness, lead and tag;
- 8.9.2 trained in basic obedience;
- 8.10 Where We carry out a Dog walking Session in a location governed by any regulations, We will ensure that groups not exceeding a certain number, We will comply with any restrictions. We will not carry out any part of a Dog walking Session in a location where dog walking of even only one dog is prohibited;
- 8.11 We undertake to comply with the Dog Walkers' Guidelines, as and to the extent applicable to Us. In particular, but without limiting our responsibilities, We will ensure that we discharge Our responsibilities under the relevant legislation applicable to dog walkers;
- 8.12 We will only carry out a Dog walking Session where these Terms are complied with, or We will provide for or contemplate;
- 8.13 We will ensure that the Dog walker has the necessary dog licences needed to conduct any Dog walking Session;
- 8.14 We hold and will maintain adequate public liability insurance covering third party liability



- and to be kept in the custody, as follows:
- <<Delete>> [insert sum] net of cover>>
- Our [insert sum] [insert sum] cover emergency veterinary fees.
- 8.15 Our dog must be suitably trained [and [has][have] attained [the City & Guilds] [insert sum] competence in Dog Walking].
9. **Events beyond Our reasonable control**
- 9.1 We will not be liable for any failure or delay in performing Our obligations under the contract arising from any cause beyond Our reasonable control.
- 9.2 If any event falling within sub-Clause 9.1 occurs that is likely to adversely affect Our ability to perform any obligations under the contract, We will try to perform those obligations as reasonably possible, Our obligations will be suspended for the period that We are bound by will be extended to the period when that event is over and provide details of the availability of [a] Dog walking Session[s] as soon as possible. If, due to that event, We are unable to provide a Dog walking Session due to that event, and We will refund in full the amount paid by You for the cancelled Dog walking Session. If a cancelled Dog walking Session is part of a package, We will refund to You the amount paid for that Dog walking Session an amount equal to the amount paid for that Dog walking Session divided by the total number of Sessions in the package.
10. **Limitation of liability**
- 10.1 We will not be liable for any foreseeable loss or damage that You may suffer as a result of breach of any of these Terms and Conditions or as a result of Our negligence or damage is foreseeable if it is an obvious result of Our negligence or negligence or if it is contemplated by You and Us when the contract is created. We will not be responsible for any loss or damage that is not foreseeable.
- 10.2 We will not be liable to You only for Your personal and private loss or damage. We will not be liable to You for any loss of profit, loss of business or for any loss of business opportunity.
- 10.3 We will not be liable for any loss or damage arising from the occurrence or circumstance:
- 10.3.1 [insert sum] acts an illness or sustains injury or death; or
- 10.3.2 [insert sum] acts an illness or sustains injury or death; or
- 10.3.3 [insert sum] acts an illness or sustains injury or death; or
- 10.3.4 [insert sum] acts an illness or sustains injury or death; or
- 10.3.5 [insert sum] acts an illness or sustains injury or death; or
- 10.3.6 [insert sum] acts an illness or sustains injury or death; or
- 10.3.7 [insert sum] acts an illness or sustains injury or death; or
- 10.3.8 [insert sum] acts an illness or sustains injury or death; or
- 10.3.9 [insert sum] acts an illness or sustains injury or death; or
- 10.3.10 [insert sum] acts an illness or sustains injury or death; or
- 10.3.11 [insert sum] acts an illness or sustains injury or death; or
- 10.3.12 [insert sum] acts an illness or sustains injury or death; or
- 10.3.13 [insert sum] acts an illness or sustains injury or death; or
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- 10.3.15 [insert sum] acts an illness or sustains injury or death; or
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- 10.3.97 [insert sum] acts an illness or sustains injury or death; or
- 10.3.98 [insert sum] acts an illness or sustains injury or death; or
- 10.3.99 [insert sum] acts an illness or sustains injury or death; or
- 10.3.100 [insert sum] acts an illness or sustains injury or death; or
- 10.4 [Our liability for loss or damage arising from the occurrence or circumstance is limited to £<<insert sum>>.]
- 10.5 Nothing in these Conditions is intended to or will exclude or limit Our liability for personal injury caused by Our negligence (including Our negligence or sub-contractors) or for fraud or fraudulent



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misrepresentation.

10.6 Furthermore, if you are in a country governed by the Consumer Rights Act 2015, or a consumer protection law of any other consumer protection legislation, nothing in these Conditions is intended to or will exclude, limit, prejudice or deprive you of any of Our duties or obligations to you, or Your rights under that law.

10.6.1 the Consumer Rights Act 2015;

10.6.2 the Regulations;

10.6.3 the Consumer Rights Act 2015;

10.6.4 any other consumer protection law.

as that legislation is intended to do.

For more details of your rights, please refer to Your local Citizens' Advice Bureau or Trading Standards.

defined by the Consumer Rights Act 2015, or a consumer protection law of any other consumer protection legislation, nothing in these Conditions is intended to or will exclude, limit, prejudice or deprive you of any of Our duties or obligations to you, or Your rights under that law.

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please refer to Your local Citizens' Advice Bureau or Trading Standards.

## 11. Changes to Terms and Conditions

We may from time to time amend these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such amendment.

and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such amendment.

## 12. How We use Your Personal Information (Data Protection)

We will only use Your personal information in accordance with the provisions set out in Our <<insert document name>> [available from <<insert location(s)>>].

set out in Our <<insert document name>> [available from <<insert location(s)>>].

## 13. Regulations

We are required by the Regulations to make certain information available to You as part of the information made available to You as part of the information made available to You before We accept Your booking. The information is already available to You in the information itself either by way of a link to the information or by way of a link to the information. We will make it available to You as part of the information made available to You before We accept Your booking. All of that information will be part of the terms of Our contract with You.

that certain information is given or made available to You as part of the information made available to You before We accept Your booking. The information is already available to You in the information itself either by way of a link to the information or by way of a link to the information. We will make it available to You as part of the information made available to You before We accept Your booking. All of that information will be part of the terms of Our contract with You.

## 14. Information

As required by the Regulations, we will make certain information available to You as part of the information made available to You before We accept Your booking.

14.1 all of the information made available to You as part of the information made available to You before We accept Your booking;

14.2 any other information made available to You as part of the information made available to You before We accept Your booking, or Ourselves and Our agents, which we may use to make a booking or to provide Dog walking Sessions;

which will be part of the terms of Our contract with You.

and

about any Dog walking Sessions which we may use to make a booking or to provide Dog walking Sessions; which will be part of the terms of Our contract with You.

a Consumer.

## 15. Complaints

We always welcome feedback and we will make every endeavour to ensure that you are satisfied with the service we provide. We nevertheless want to hear from you if you have any complaint about Our service.

that We always use all reasonable endeavours to ensure that our client is a positive one, We will make every endeavour to ensure that you are satisfied with the service we provide. We nevertheless want to hear from you if you have any complaint about Our service.



please raise  
be contacted  
Post>>].

16. **No Waiver**

No failure of  
Conditions n  
of a breach  
will waive an

17. **Severance**

If any provis  
be invalid or  
these Terms  
be affected.

18. **Law and Jurisdiction**

18.1 These  
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Price for on  
walking Ses

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**Client's Dog w  
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e.g. <<£11 for c

<<Insert Name of Person to Contact>> who can  
by][by] [<<Insert Method E.g. Phone, Email or

n exercising any rights under these Terms and  
ve waived that right, and no waiver by Us or You  
e Terms and Conditions means that We or You  
the same or any other provision.

Conditions is held by any competent authority to  
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s, each booking contract, and the relationship  
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othing in sub-Clause 18.1 above takes away or  
umer to rely on those provisions.

ceedings or claim between You and Us relating  
ons, any booking contract , or the relationship  
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ngland, Wales, Scotland or Northern Ireland, as  
r.

**SCHEDULE**

**Prices for Dog walking Sessions**

The following is an illustrative example only and  
necessary>>

where booked and paid for as a single Dog

three additional dogs belonging to other



e.g. <<£14 for t  
**B. Package c**

Price for on  
Sessions wh  
12>> Dog w

**Client's Dog o**

e.g. <<£9 for or  
e.g. <<£12 for c  
e.g. <<£15 for t

**Client's Dog w  
clients**

e.g. <<£7 for or  
e.g. <<£9 for or  
e.g. <<£12 for t

**Note:** A package of  
booked, but in that  
above.]

To: <<Insert Name  
walking services, Ac

I/We (delete as ap  
my/our (delete as a  
Dog walking Sessio  
offer for a booking a

Name of consumer(

Address of consum

Signature of consum

Date:

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booked as part of a package of Dog walking  
ert number, e.g. a number between, say, 4 and  
ed and paid for together as a package:

three additional dogs belonging to other

imum number of Dog walking Sessions may be  
Dog walking Session will be the same as at "A"

**l Cancellation Form**

or the Name of the Company providing the dog  
able, Email Address>>

notice that I/we (delete as appropriate) cancel  
dog walking services comprising a [package of]  
date when Dog walker accepted the consumer's  
or it>>.

**Privacy Notice**

our Privacy Notice>>]