

Tail Wagging Pet Services - Terms & Conditions

1. Introduction

Welcome to Tail-Wagging Pet Services! We are committed to providing high-quality care for your pets. By using our services, you agree to abide by these terms and conditions.

2. Services Provided

Tail-Wagging Pet Services offers dog walking, pet daycare, boarding, and drop-in visits. All services are subject to availability and specific terms as outlined in this document.

3. Bookings and Payment

- **Booking Confirmation:** Bookings must be confirmed via email, phone, or an agreed platform. Last-minute requests are subject to availability.
- **Payment:** Payment is due upon confirmation of services, unless otherwise agreed. Payments can be made by bank transfer or cash.
- **Late Payments:** Late payments may incur additional fees. Tail-Wagging Pet Services reserves the right to suspend services if payments are not received within the agreed timeframe.

4. Cancellations and Refunds

- **Cancellation by Client:** Clients may cancel services up to 72 hours in advance for a full refund or rescheduling. Cancellations made within 72 hours may incur a full charge.
- **Cancellation by Tail-Wagging Pet Services:** In rare circumstances, we may need to cancel services due to emergencies or unforeseen events. In such cases, clients will receive a full refund or the option to reschedule.

5. Pet Health and Safety

- **Vaccinations:** All pets must be up-to-date on vaccinations. Proof may be required before services commence.
- **Flea and Worm Treatments:** All pets must be up-to-date on flea and worm treatments. Proof may be required before services commence.

- Neutering: All male dogs over the age of 6 months must be neutered to use our services. Exceptions may apply to certain services, such as puppy walking, but must be pre-approved by Tail-Wagging Pet Services.
- Health Conditions: Clients must disclose any medical conditions, allergies, or special needs their pets may have. Tail-Wagging Pet Services will not be liable for undisclosed conditions that may affect the pet's well-being.
- Emergency Care: In the event of a medical emergency, we will attempt to contact the owner immediately. If contact is unsuccessful, Tail-Wagging Pet Services will seek veterinary care at the owner's expense.

6. Pet Behaviour

- Temperament: Owners must inform us of any behavioral issues, including aggression, separation anxiety, or excessive barking. Tail-Wagging Pet Services reserves the right to refuse services if a pet poses a risk to our staff or other animals.
- Training* While we accept dogs at various stages of training, untrained or aggressive behavior may incur additional fees or result in the termination of services.

7. Liability

- Damages: Tail-Wagging Pet Services is not responsible for any damages caused by pets to the client's or third-party property.
- Loss or Injury: We will take all reasonable precautions to ensure your pet's safety. However, Tail-Wagging Pet Services is not liable for loss, injury, or illness that may occur during services unless it is a result of gross negligence.

8. Unforeseen Events

In case of extreme weather, natural disasters, or any other unforeseen event, Tail-Wagging Pet Services reserves the right to modify or cancel services for the safety of your pets and our staff. Efforts will be made to notify clients in advance.

9. Photos and Updates

We may take photos or videos of pets during service for client updates or marketing purposes. If you do not wish your pet's photos to be used publicly, please inform us in writing.

10. Service Areas

Tail-Wagging Pet Services operates within specific service areas. Requests outside these areas may incur additional fees or may not be accepted.

11. Data Protection

Personal information collected during bookings will be used solely for service provision and communication. Tail-Wagging Pet Services adheres to data protection laws to keep your information secure.

12. Amendments

Tail-Wagging Pet Services reserves the right to amend these terms and conditions. Clients will be notified of significant changes.

13. Agreement to Terms

By booking with Tail-Wagging Pet Services, clients confirm they have read, understood, and agree to these terms and conditions.