



Lead the way
Alton
07741858710

Terms & Conditions

Our Terms & conditions are set out below. Please take the time to read them as they ensure a shared understanding of the basis on which our service are provided.

Lead the Way Alton

Terms & Conditions (updated September 2024)

Terms and Conditions of Service Effective 1st Sep 2024. Lead The way Alton (hereafter referred to as "LTWA", "we", "our" or "us") is a one-person entity that provides dog and pet related services including dog walking and pet visiting/sitting (collectively known as the "services"). These services are offered at leadthewayalton.co.uk. Where Clients can analyse, enquire and/or request services.

1.0 Terms and Conditions – General

- 1.1. An initial introductory visit and assessment will take place with all dogs/pets prior to using LTWA services. LTWA reserves the right to refuse to provide services for any dog/pet where it is deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive or not to be a fit for the service offered.
- 1.2. The Client agrees that on booking services for their dog(s)/pet(s), LTWA has relied on the Client's representation that their dog(s)/pet(s) is in good health and has not harmed or shown aggressive or threatening behaviour to any individual and or any other dog(s)/pet(s), and the Client agrees to notify LTWA immediately of any unwelcome, aggressive, procreative or dangerous behaviour of their dog(s)/pet(s) that has the potential to cause harm to any other individual or dog(s)/pet(s).
- 1.3. The Client must inform LTWA of any allergies or intolerances that their dog(s)/pet(s) may have.



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1.4. LTWA will not agree to provide services for aggressive animals.

1.5. LTWA will ensure all reasonable care is taken to look after your pet, and whilst we will make every effort to ensure your pet is well looked after in your absence, LTWA cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

1.6. LTWA will ensure that appropriate insurance is maintained, including Public Liability cover. The insurance only covers LTWA, for the duration of the selected service and only for the services agreed.

1.7. The Client is responsible for the full cost of treatment of any injuries or illness that their dog and/or pet receives whilst under the care of LTWA, including any other associated costs e.g. call-out charges.

1.8. Pet Insurance is always recommended for peace of mind.

1.9. The Client must provide LTWA with the name and contact number of someone who can be contacted in emergencies and who is capable and authorised to make decisions about their pet in the event of an emergency. If the contact is not available, the Client authorises the staff of LTWA to seek such veterinary advice and/or treatment and make decisions (on veterinary advice) that is in the best interests of the animal. Where possible this will be carried out by the Client's usual/preferred vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that LTWA may use any registered Vet. The Client agrees to pay all such costs immediately on pick-up of their dog, or by agreement with LTWA. LTWA will always endeavour to contact either the Client or Emergency Contact prior to independently seeking veterinary advice and/or treatment.

1.10. The Client agrees to provide keys or arrange access to dog(s) and/or pet(s) for the agreed service and appointment; failure to do so will result in the cancellation of that day's service and will be paid for in full by the Client. LTWA will ensure that all keys provided are kept secure and will not be stored identifying address details. The Client should advise on the use of burglar alarms or any other security devices. The Client must ensure that other pets within the house that are not allowed outside (e.g. cats)



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are kept away from access doors.

1.11. LTWA cannot be held liable for any loss of Cat(s)/pets that have access to an unlocked “cat flap” or other form of exit/entry. In the event of a pet going missing, we will continue to visit the client’s home as normal to provide care for the pet/s and send daily feedback until the client returns. If we have any cause for concern, we will always try to contact the client first, after which we will notify the listed emergency contact, Vet and any relevant authorities regarding a potentially missing pet.

1.12. The Client consents to their dog(s) /pet(s) being photographed and videoed and to photos or videos being used in any media or marketing by LTWA. All such media will remain the property of LTW.

2.0 Bookings

2.1. No bookings will be confirmed until an introductory visit and assessment has been carried out and a “Pet/Dog Information Sheet” has been completed and the Client has signed agreement of the Terms and Conditions.

2.2. The Client must inform LTWA of any changes to the information provided on the “Pet/Dog Information Sheet”, including contact numbers, emergency contact details, pet’s care needs and any other pertinent information.

2.3. Bookings can be made by telephone, email or via our website and will be confirmed by email/ phone text message (subject to availability).

2.3.1. Monthly – being a continuous booking for a regular service for a regular number of days at set time slots, bookings must allow enough time before the start of the booking for an initial meeting and forms to be completed all bookings.

2.3.2. Weekly – being a continuous booking for a regular service for a shorter number of days at a set time slot, bookings must allow enough time before the start of the booking for an initial meeting and forms to be completed all bookings. Clients must ensure that their requirements for the following week are e-mailed or text to us no later than Sunday evenings.

2.3.3. Ad-hoc – periodic and occasional use of services, bookings must allow enough time before service start date for an initial meeting and forms to be completed all bookings.



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2.4. Pet sitting – We ask for a minimum of two-day's notice prior to your proposed dates. We will require a 50% non-refundable deposit at the time of booking to secure your place (50% of full stay). If the deposit is not sent at time of your booking, we are not able to guarantee your place.

2.5. LTWA will provide a time slot during which walks/visits will occur, this interval may be amended in the event of unforeseen circumstances.

2.6. LTWA will provide 2 months' notice of staff holidays greater than 1 week to allow Clients time to make alternative service arrangements.

3.0 Payments

3.1. LTWA's prices are as published on the website and can be provided to the Client on request. Please be aware that our rates are competitive for the services provided and are not negotiable

3.1.1 In the event that we have a promotional discount, the terms of the discounts must be followed. These discount/ promotions are subject to availability and to be used within the dates set out. They cannot be exchanged for cash or transferred to another service. If you cancel your service booked using the discount, it can't be applied if the new date is outside of the promotional time limit, however if LTWA for any reason has to cancel the booking your promotional discount will be reapplied.

3.2. On confirmation of the booking, LTWA will start charging for services provided, with services invoiced (via email/ phone message) as per the type of booking.

3.3. LTWA accepts payment by bank transfer, standing orders or cash (bank details provided on invoice).

3.4. Full payment for services will be due before the service commences.

3.4.1. Pet Sitting – Requires a No refundable deposit of 50% at the time of booking to hold the date. The final 50% payment is due 24 hours before the date of the appointment.



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3.4.2. Weekly – Payments are to reach our account no later than Sunday before your booking commences, if no payment is made, your booking will be cancelled and the space will become available to others wishing to book.

3.4.3. Ad-hoc – Payments are due at the time of booking.

3.5. LTWA reserves the right to suspend all services until payment has been made in full, and cannot guarantee any time slots until payment has been made.

3.6. LTWA reserves the right to request a non-refundable deposit for services booked.

4.0 Cancellations

4.1. For individual walking or visits /pop in services (e.g. specific days) booked within a weekly booking, the Client may cancel the service 72 hours prior to the day of the service and the service will not be charged for, or a credit will be provided if already paid for and can be rolled forward to a future booking.

4.2. For monthly bookings, the Client is requested to provide at least 14 days' notice of their wish to cancel the booking.

4.3. For ad-hoc bookings, the Client may cancel the service 48 hours prior to the start date of that booking.

4.4. If the required notice is not given, LTWA reserves the right to charge in full for the cancelled services.

4.4.1. LTWA will not give credits or refunds for early returns.

4.5. LTWA understands that there are unexpected circumstances that cannot be anticipated and



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interfere with the notice periods set out in these Terms and Conditions. Please contact LTWA as soon as possible should such circumstances arise.

4.6. LTWA reserves the right to cancel any service on short notice in the event of, but not limited to, illness, accidents, extreme weather (e.g. heavy snow) and other unforeseen circumstances. In such an event, LTWA will provide as much notice to the Client as possible and services will not be charged for.

4.7. LTWA reserves the right to cancel the booking/service at any time and with immediate effect if the dog(s)/pet(s) does not respond well to the walker/carers and/or other dogs/pets or if it is felt that the working relationship is becoming untenable or unworkable.

5.0 Privacy Policy

5.1. Please refer to Lead The Way Alton's Privacy Policy document at www.leadthewayalton.co.uk

6.0 Covid-19

6.1. LTWA acknowledges that Covid Is still a threat to people with low immune systems, and will take all reasonable and possible steps to minimise the risk of disease transmission, but cannot guarantee that this will not happen and the Client accepts this risk at the time of booking.

6.2. If the client has suspected/ confirmed Covid, the Client must inform LTWA of such, so that LTWA can take steps to protect others.

7.0 Terms and Conditions – Dog Walking

7.1. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.



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7.2. LTWA offer services where dogs co-mingle in groups and meet other dogs. The Client accepts that during normal dog play their dog may sustain injuries. All dog play will be carefully monitored to avoid injuries, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.

7.3. LTWA is likely to transport your dog(s) to and from suitable dog walking locations (up to approx. 30 mins) by vehicle and therefore your dog(s) should be able to travel in vehicles. LTWA will ensure the safe and secure transport of all dogs and will maintain appropriate insurance.

7.4. All dogs will be exercised on a lead/ long line unless prior agreement has been provided and an "Off Lead Consent Form" has been signed. Off lead exercise will remain at the discretion of LTWA.

7.5. All dogs being exercised must be fully vaccinated and on a regular flea and worm control regime and the Client will provide a copy of all vaccination certificate.

7.6. The Client accepts that even if their dog has been vaccinated against Kennel Cough that there is still a chance that their dog can contract Kennel Cough. The Client agrees that they will not hold LTWA responsible if their dog(s) contracts Kennel Cough while attending services.

7.7. LTWA will not provide services to dogs with any form of contagious, infectious or otherwise communicable diseases. The Client agrees to take any necessary precautions or measures to ensure that their dog is continuously free from contagious, infectious or otherwise communicable diseases. The Client further agrees to notify LTWA immediately of any contagious, infectious or otherwise communicable disease or conditions that their dog has been exposed to or is affected by. LTWA reserves the right to refuse to provide dog walking services until satisfied that the condition is resolved.

7.8. LTWA will not provide dog walking services to bitches while in season or pregnant, but Clients may choose to book a Pet Pop-In/ visit instead of a dog walk during this time.

7.8.1 Clients must ensure that all dogs have not eaten at least 1 hour before walking/ exercise to eliminate the possibility of Bloat (gastric dilation-volvulus) this is life threatening illness and LTWA will maintain the right to opt for a standard Pet Pop-In/ visit instead of a dog walk if this is apparent at the time of appointment, and will charge accordingly.

7.9.1 All dogs attending LTWA must be microchipped and the Client must provide secure collars and leads, with appropriate tags, LTWA is able to provide a tag at the cost to the Client.

7.10. In the event of a dog going missing, LTWA will notify the Client and advise them to come and help with a search, should a dog be missing for longer than 30 minutes.



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7.11. LTWA will apply their best personal judgement in the event of extreme weather conditions (e.g. hot weather, thunderstorms, snow), or the dog becoming ill, injured, distressed, or refusing to walk, to take necessary action to ensure the safety of both dogs and walker, which may include for example (but not limited to) cutting walks short or providing an alternative Pet Pop-In Visit.

7.12. If LTWA arrive to collect a dog and the dog is visibly unwell and/or sick, or refuses the walk (e.g. due to rain), PPDW reserves the right to cancel the dog walking services, giving the dog the chance for a toilet break and immediately notifying the Client and will charge for a Standard Pet Pop-In/ visit.

7.13. LTWA tries to select green and/or woody areas for walks and dogs may get muddy, wet or dirty (including rolling in fox poo etc). LTWA will make every effort to drop off a clean dog but cannot guarantee the dogs full cleanliness or that they will be smell-free. Clients are asked to leave towels by access doors for towelling down. Clients will be notified of all poo rolling and extreme muddiness. LTWA will always remove dirty shoes etc prior to entering homes.

8.0 Terms and Conditions – Pet Pop-Ins/ Visits/ Pet Sitings

8.1. LTWA will take necessary steps to ensure your home is safe and secure in your absence, however LTWA cannot be held responsible for any burglaries or accidents/damage caused by your dog's/pets.

8.2. LTWA will follow instructions for administering medications as directed but cannot be held responsible for complications that arise as a result.

8.3. The Client must provide all items necessary for your pet/dog to be adequately cared for in the Client's absence. If additional supplies need to be purchased in the Client's absence including, but not limited to, food, cat litter and medication, a receipt will be obtained, and the Client will be responsible for the reimbursement of the cost.

8.4. The client to provide premises that are clean and fit to live in. If you require cleaning services and unable to arrange, please let us know as we may be able to accommodate for an agreed fee.

8.5 The client must inform LTWA of any cameras within the home. We understand that cameras are a great way to check on your pet, but for the privacy of LTWA we ask that they are turned off during the hours of 8pm-8am. LTWA reserve the right to cover/turn off within this time.



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8.6. The client agrees that no cameras will be situated within any areas that LTWA will be sleeping, routes to the bathrooms or inside bathrooms, to maintain personal privacy for LTWA.

8.7. The Client agrees to inform LTWA if anyone else is expected to be coming to the property during the Clients absence, i.e. friend, relative and if they are key holders.

8.8. The Client agrees and understands that anyone (Inc., trades, friends, neighbours) entering the house while LTWA are in care of you home/ pets will void all claims making LTWA liable.

I the client named below, have read, understood and agreed to the terms and conditions listed above.

Name _____

Signature_____

Date _____

