



Just Dogs World (Hereafter JDW) Terms and Conditions

1. All clients will be deemed to have accepted JDW terms and conditions (as laid out here) on signature of the service contract.
2. JDW may not confirm any booking until an agreed fee has been paid in advance by the client, with full details of client / dog requirements.
3. Full payment for services is to be made via BACS transfer in advance. All monies are non-refundable. Up to date Fees, T & Cs as well as times for drop off & pick up, are available at www.justdogsworld.com.
4. The client must provide all items necessary for their dogs to be adequately cared for. Food, medication, leads tags and collars & must be microchipped. Should dogs require any additional supplies whilst in the care of JDW, these will be purchased and charged directly to the client.
5. If it is necessary for keys/ dogs to be picked up or dropped off from/to their own home mileage charges will be applied for each local return trip at a £20.00 one off fee added to the advance fees payable.
6. The client must provide JDW with the name and contact number of someone capable of making a decision relating to the dog(s) in an emergency. If the contact is not available JDW reserves the right to consult with their own veterinary surgeon and then make a decision which is in the best interests of the animal. JDW Vets is **Rutland Vet Centre** based in **Uppingham**. T: 01572 822399.
7. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of JDW.
8. All dogs must be successfully basic obedience trained, including lead walking. JDW must be alerted to any behavioural problems with dogs at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract. Dogs that are not reasonably lead trained may not be exercised outside of the grounds.
9. Although JDW holds Public Liability insurance, dogs **should be insured by the client**. JDW reserves the right to refuse a booking for any dog which is not insured. **JDW** is currently insured through **PetPlan Sanctuary** & covers **Care Custody & Control, Home Boarding & Walking, PL, Key Cover, Non-Negligent cover**.
10. JDW will care for your dog in an exceptional manner (including heated accommodation, bedding, daily exercise, CCTV & secure grounds are provided), and whilst every effort is made to ensure your dog is safe & well looked, JDW will not be held liable for any loss, injury or death to a dog either inside or outside of the premise whilst in our care.

A. Cancellations – Cancellation charges do exist & are collected. See the website Fee Listing for full details of cancellation charges. www.justdogsworld.com

B. All dogs being boarded must be **Spayed* or **Neutered*/ fully vaccinated and on a regular flea and worm control regime.

**an exception exists for puppies under 12 months old.*

C. All dogs must be adequately socialised.

D. JDW reserves the right to cancel the service contract at any time & with immediate effect if the dog does not respond well to the environment and/or other dogs. A dog may be isolated & crated if it is deemed to be dangerous to people or other dogs/livestock. In extreme cases clients dogs will be re-boarded in registered local kennels completely at the clients cost.

E. All dogs will be exercised on a lead unless prior permission has been reached with JDW for off lead activities' and the service agreement form has been signed.

F. The dog exercise will be cut short a walk if necessary because of extreme weather conditions (i.e., heat, rain, snow, thunder storms) for the safety of both the dogs and JDW staff.

G. For Dog "Home Alone" contracts only - JDW will make adequate steps to ensure your home is left safe and secure in your absence; however JDW cannot be held responsible for any burglaries in your absence or accidents caused by your pet(s). If dogs are being looked after home alone: after exercise if the dogs require quick towelling off after walks towels must be provided and left by the house access door.

The client must provide all items necessary & requested for their pet to be adequately cared for by JDW. These items are generally food, leads & harness, bedding & any medications.