

# Terms & Conditions



Dog Walking Services  
by Darren Larkin

## Payment Policy

Invoices must be settled in 24 hours of the invoice Due Date.

All accounts must be settled by close of play by Friday evening.

Outstanding invoices which have not been authorised by Dog Walking Services by Darren Larkin which carry over into the weekend, carry a 10% interest charge per day on the balance due until the account is settled in full.

Non-payment will result in the loss of service until the account is settled in full.

If the account is not settled in 30-days, then legal proceedings may be taken to recover the debt.

## Diary Amendment Policy

A scheduled diary date may be changed with at least 48 hours' notice period. It may not always be possible to accommodate a late change, given the diary bookings for that week although everything will be done to try and accommodate where possible.

If the change cannot be accommodated the choice will be to keep the existing booking or to cancel for that week.

Changes requested within a 48 hours' notice period which cannot be accommodated and cancellations requested will incur the full cost of the chargeable fee for the day/s booked and an invoice for payment sent to you accordingly.

*You are holding the space on the diary that may fully book the number of dogs walked that day which won't be available to other clients.*

Non-payment will result in the loss of the service until the account is settled in full.

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## Cancellation Policy

A cancellation is considered late when the appointment/s is/are cancelled less than 48 hours before the appointed day/s.

*When your appointment/s is/are booked, you are holding a space on the diary that may fully book the number of dogs walked that day which won't be available to other clients.*

To be respectful to other clients and their dogs if you must cancel your appointment/s, I respectfully request 48 hours' notice.

Cancelled appointments less than 48 hours' notice, will incur the full cost of the chargeable fee for the day/s cancelled and an invoice for payment sent to you accordingly.

Non-payment will result in the loss of the service until the account is settled in full.

## Dog/s not in their Home Policy

If a diary booking is scheduled and has not been cancelled with at least 48 hours' notice period and I have arrived to find your dog/s missing from their home, then this will be charged as per my Cancellation Policy (*see above*) and will incur the full cost of the chargeable fee for the day and an invoice for payment sent to you accordingly.

Non-payment will result in the loss of the service until the account is settled in full.

## Gaining Access to your Property Policy

If for any reason, I am unable to gain entry to your property e.g. The Key is missing from your safe box, key code has been changed without informing me or you have locked/bolted the door from the inside which is preventing me gaining access to your property or upon arrival the dog/s are not in the property to be collected and walked as per the diary booking and a cancellation notice has not been received then I will provide photographic evidence of my arrival and will contact you in the first instance.

If the issue cannot be resolved within an acceptable timeframe your walk will be deemed to be a late cancellation and will incur the full cost of the chargeable fee for the day.

If for any reason when returning dog's back to their homes access to your property cannot be established e.g. (Key no longer in the Key Safe) I will provide photographic evidence of this.

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I will knock on the door three times and press the doorbell and if unsuccessful will contact you in the first instance by phone call or text/WhatsApp message.

If contact cannot be made within a 10min. timeframe, then I will leave your property and continue with returning my other client's dogs back to their homes.

Every 30-minute window of your dog being in my care after the initial drop back carries a surcharge of £10.00/30mins.

Please ensure all keys are maintained in their key safes/boxes for the duration of my visit.

Non-payment will result in the loss of the service until the account is settled in full.

## **Unwell / Unfit Dogs Policy**

If you notice your dog/s has/have become unwell, please notify me in the first instance!

Dogs which are unwell or unfit to be walked on the scheduled diary booking will not be collected by Dog Walking Services by Darren Larkin.

Upon collection If I notice any unwell / unfit or injured dog/s (not as a result of walking by Dog Walking Services by Darren Larkin) the owners will be contacted immediately and the walk will not take place for that scheduled diary booking.

If the owners were aware of a poorly dog and Dog Walking Services by Darren Larkin were not contacted prior to the arrival, then the walk will be deemed as a late cancellation and will incur the full cost of the chargeable fee for the day.

*When your appointment/s is/are booked, you are holding a space on the diary that may fully book the number of dogs walked that day which won't be available to other clients.*

Non-payment will result in the loss of the service until the account is settled in full.

It is the responsibility of the owners to inform Dog Walking Services by Darren Larkin of any changes to their dog's health prior to the scheduled diary booking.

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## Dog Walker Change Policy

It is the responsibility of the owner to inform the reason for the change of dog walker from the previous incumbent to Dog Walking Services by Darren Larkin.

The Client Registration form clearly asks you for this information.

All information supplied to Dog Walking Services by Darren Larkin will be treated in the strictest confidence and should be to the best of the knowledge of the owner.

Any false or misleading information provided to Dog Walking Services by Darren Larkin which becomes apparent whilst collecting/dropping off and walking the dog/s, the owner will be contacted immediately, and a decision will be taken whether the service will continue (with additional precautions) or be terminated with immediate effect.

If the service is terminated an Invoice will be sent for the outstanding balance which may include any booked walks within the 48 hours' notice period.

If the account is not settled in 30-days, then legal proceedings will be taken to recover the debt.

## Indemnity Clause Policy

If your dog should run-off whilst on a walk or run-off whilst attempting to get back on leash and Dog Walking Services by Darren Larkin is unsuccessful in retrieving your dog because it does not listen to recall / instruction and treat retrieval and an accident / injury or death should occur from an animal / human or a road traffic accident due to behavioural issues. Dog Walking Services by Darren Larkin wavers any responsibility or liability of any accident / injury or death to your dog when the registration form has been signed by the client for "Permission to walk off lead (**pending good recall only**)". Owners should check their own pet insurance for such claims and be liable for any claims against Dog Walking Services by Darren Larkin.

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## In-Season Females Policy

Clients should advise Dog Walking Services by Darren Larkin if they suspect their female is in or coming into season (oestrus). It is advised a three-week grace period is recommended before recommencement of the walking service; this can be managed on a case-by-case basis.

If a dog is identified as being In-Season without prior notification Dog Walking Services by Darren Larkin may have to terminate any forthcoming walks until a discussion has taken place.

Safety is paramount of your dog whilst in my care. Dogs interested in a female in oestrus could cause unintentional damage with each other and I don't want to create a breeding ground for puppies through your dog.

## How to Amend / Cancel Your Appointment

If you need to Amend or Cancel your appointment, please text on 07799 543484 or email [darrenalarkin@gmail.com](mailto:darrenalarkin@gmail.com) between the hours of 09:00-16:30 Monday-Friday and give 48 hours' notice period.