Harry and Co. Canine Solutions
Terms and Conditions
Walking, Day Care and Boarding

a. Clients will be deemed to have accepted Harry & Co. terms and conditions for each of the services provided by signing the consent form.
b. Harry & Co. will not confirm any bookings until a consultation has been carried out with the client and the contract, with full details of client requirements, has been signed by the client.
c. Boarding Dogs: A deposit of 50% will be required to confirm Dog Boarding, payable on booking. Full payment is to be made one week before boarding commences via bank transfer.
d. Day Care and Walking dog clients must pay on the Monday for that week's walks / Day Care. We will not accept payment in arrears for any service provided.
e. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, tags, collars, etc.). Should pets require any additional supplies whilst in the care of Harry & Co., this will be charged to the client.
f. The client must provide Harry & Co. with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Harry & Co. reserves the right to consult with a Veterinary Surgeon and make a decision that is in line with the best interests of the animal. The Vets that will be used is: Bishopton Vets, The Surgery, Mill Farm, Studley Road, Ripon, North Yorkshire, HG4 2QR.
g. The client is responsible for any Veterinary bills, no matter how they are incurred, whilst pets are in the care of Harry & Co..
h. Harry & Co. must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
i. Harry & Co. will care for your animal as you would in a home-from-home environment. Harry & Co. cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care. If, for any unforeseen reason, your dog has to be euthanised whilst in our care, we would contact you immediately. We would not euthanise until consent is given.
j. Price changes: Prices will be reviewed annually and amended if required. We reserve the right to adjust our prices at any time if deemed necessary. All clients will be notified of any changes.
k. All clients will be made aware of any current resident dogs and will agree to a slow and gradual introduction between these dogs. No boarding dogs will ever be left alone with resident dogs in the same room /area whilst unattended.
l. Boarding dogs may be left for up to three hours. This is highly unlikely but may happen in an extreme circumstance.
m. Boarding dogs under the age of six months will be given shorter walks and more rest time and fed in accordance with their diet plan (set out in the boarding form).

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1. Harry & Co. will not confirm any booking until there has been a consultation with the owner who must disclose any behavioural or medical condition that may make their dog unsuitable for group walks. This would include antisocial behaviour, aggression, possessive behaviour, lack of training and conditions such as incontinence, chronic vomiting or travel/ mobility problems.

2. Cancellation policy

   Cancellation periods vary depending on service. Please see specific details for each individual service:

Daily Services	Cancellation Period	Charge
Dog Walking Home Visits Day Care	More than 48hrs Less than 48hrs	0 % 100% charge
Home Boarding (Includes date changes)	One month or more Two weeks One week Less than one week	0% 50% 75% 100%

   - If the required notice is not given, charges will be applied in full for the cancelled period.
   - Clients with regular walking bookings will roll over each week. If you need to change a regular booking please let Gemma know as soon as possible for the following week.
   - WALKS/ DAY CARE - Any cancellations made under 48hrs notice will unfortunately be chargeable, this is because we have held a dog walking slot for you.
   - HOME BOARDING - Any cancellations made under 1 week is charged in full; more than a weeks' notice 75% charge and more than two weeks notice 50% charge. We're sorry we have do this but it is likely that we have had to turn away other customers for that allotted time period unfortunately.
   - Any advanced dates for walks or day care would be appreciated.
   - Boarding date changes need to be charged in the same way as cancellations due to the knock-on effect to other bookings.

3. All dogs being walked must be fully vaccinated and on a regular flea and worm control regime. Clients must inform Harry & Co. if their dog contracts any infectious condition (e.g. Kennel cough, conjunctivitis etc). Any dog with an infectious condition cannot be boarded with our resident or any other dog or if occurs whilst in our care they will be separated and not be walked until cleared to do so by a Vet.
4. To make sure we have Harry & Co. have calm and happy walks together, all dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.
5. All boarding dogs are subject to a one-night trial sleep-over prior to the boarding period. This ensures the client's dog is happy and content in our environment.
6. Harry & Co. reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the family and/or other dogs. If your dog becomes destructive or barks excessively

during its board it will be moved to an alternative carer or to a kennel. There will be no refund of the boarding fees you have paid and any additional fees charged by the kennels will be payable by you.

7. All dogs will be walked on a lead unless a consent form has been signed.
8. In extreme weather (e.g. very hot weather or heavy snow) walks may be shorter to ensure the comfort of the dogs. This will be at our discretion.
9. When instructed by the Client to leave the client's animal in a fenced area, or in the home with an unlocked cat flap, Harry & Co. does not accept any responsibility or liability for any client's animal that escapes or becomes lost or injured, fatal or otherwise.
10. Harry & Co. will clean up after your pets to the best of their ability. Please inform us of the designated area for the appropriate cleaning supplies. Harry & Co. are not responsible for carpet/ flooring stains created by your pet(s).
11. Harry & Co. will make adequate steps to ensure your home is safe and secure in your absence, however Harry & Co. cannot be held responsible for any burglaries or accidents caused by your pet(s).
12. The right is reserved to re-home any pet not collected within 14 days of the arranged date. If no communication is received from the client and reasonable efforts to contact you have failed, we deem it necessary to re-home your pet due to abandonment. All fees shall be payable by the client up to the point of re-homing. A re-homing fee is payable by the client and a report shall be filed with the appropriate authorities.

Aggressive Animals

1. Harry & Co. will not accept any aggressive animals, however will work with you on a 1:1 basis to help with working with your dog through Jan Fennell's Dog Listening methods.
2. The client agrees to be responsible for all costs (including but not limited to medical care and legal fees if the client's pet(s) should bite another animal or person.
3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
4. If the client's dog(s) whilst being walked or boarded shows aggressive tendencies towards Harry & Co, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected or moved to a kennels facility.

Dog Walking Safety Policy

We want to ensure that we are doing everything we can to keep ourselves and our beautiful doggies safe and have lovely stress-free walks. Harry & Co. have created this policy to give clients peace of mind and to keep any risk to an absolute minimum.

What we currently do:

- We walk the maximum of four to six well matched dogs at a time
- Walk locations are carefully selected
- We vary walking routes, where possible
- Dogs are never be left unattended in vehicles and when collecting other dogs will ensure the vehicles are in sight
- We do not let dogs off leads unless we are 100% confident in their recall and we are in a safe environment
- We are in contact with other local dog walkers so we can support each other in case of an emergency
- We will not share locations of our walks on our social media

What you can do:

- Make sure your dog is microchipped and details are up to date
- Ensure your dog has an identity tag
- If your dog dos tend to wander a bit further away possibly invest in a tracker or use a longline
- Practice recall so that its 100% even with distractions
- Keep blinds or curtains closed when you are out
- Possibly invest in a dog camera for your home
- Keep social media accounts private or don't tag your locations on social media with your dog.

Insurance

Harry & Co.'s vehicle (s) are insured for the safe care and transport of your animal. Animals are fully insured to travel. Unless you state otherwise, these terms and conditions confirm that you, the client, have given permission for this.

Harry & Co. has comprehensive insurance covering public liability. However we advise all clients to have their pets insured and reserve the right to refuse a booking for any animal who is not insured.

Other

1. Harry & Co. regularly takes photographs of client's animals for posts on their website, social media and related promotional sites. If you have any concerns regarding this or would like to opt out of this then please make this clear before signing this agreement.
2. Harry & Co. reserves the right to have an agreed period of time off for annual leave. In this instance, you, the client will be given a minimum of 1 months' notice.
3. Damage to Property - Your dog must not be known to chew, scratch or destroy furniture or house fittings under normal circumstances. Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she could be placed in a dog boarding kennel at your own expense until your return and any damage caused by your dog will need to be paid for by you, the client other than normal wear and tear.
4. All dogs must wear a collar and tag with the telephone number of the owner engraved upon it. Dogs must be in a secure location prior to collection by the dog walker. Loose in a garden does not constitute this. All dogs must be provided with a well-fitting collar / harness. No member is held liable for any injury or any damage caused or incurred by the service user's dog escaping due to an ill-fitting or faulty collar / harness.
5. Keys retained by Harry & Co. will be kept securely and only be marked with the name of your dog and any internal office code. Clients may provide Harry & Co. with a key left in a key safe with the relevant code provided. Any house alarm code must also be disclosed.