

The Four Paws Agency

11 Champion Gardens, Birmingham, B24 0HF
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www.thefourpawsagency.co.uk



Terms & conditions

ALL PET OWNERS

In the event of yourselves (owners) being involved in a fatal accident, please advise to where or to whom you would like your pets to go.

Name of Person/Organisation to take your pet: _____

Address: _____

Tel: _____ Mob: _____ Email: _____

PLEASE READ OUR TERMS & CONDITIONS (and agree by signing below)

Whilst The Four Paws Agency, endeavour to keep your pet safe & secure at all times, they are by nature animals and may suffer injuries through play or just from day to day Activities. Any injuries sustained whilst in the care of The Four Paws Agency that may or may not require veterinary treatment are not the responsibility of the Four Paws Agency and therefore relinquishes us from liability. We will not reimburse any vets bills.

CANCELLATIONS

I/We understand that any cancellations must be notified to The Four Paws Agency ASAP, If appropriate notice is not given we are required to pay Full Payment as below.

All Services: minimum of 48 hours notice must be given for cancellation

Failure to do so will result in payment being due in full.

PAYMENT

Payment to be made in full via by Cash or Bank Transfer.

The Four Paws Agency will notify you of any problems or medical issues. In an emergency we will call your vets immediately. Any visit or treatment at the vets will be at cost to yourselves. (Owners) It is always advisable to inform your vet that you are going away and that The Four Paws Agency are taking care of them. You may be able to ask them to defer payment until return. If you have agreed your dog can be walked off lead, you relinquish The Four Paws Agency of any responsibility should your pet go missing. Failure to notify The Four Paws Agency about situations your pet may be scared of, will relinquish The Four Paws Agency of any responsibility. Should your pet damage any property belonging to The Four Paws Agency, the owner agrees to reimburse The Four Paws Agency. The Four Paws Agency reserves the right to ask for proof that your bitch hasn't had her season or confirmation from your vets that your dog has been spayed. Failure to provide confirmation when asked will result in your Dog losing its booking and any money paid will not be refunded.

I confirm that I have read, understood and agree to the above Terms & Conditions, please sign below:

Signed: _____

Dated: _____

Thank you,
The Four Paws Agency

Please describe pick up and return routine
Please give any other information that you think would be useful to enable us to give your dog the best possible care while under the care of The Four Paws Agency

Key Holder Disclaimer & Waiver of Liability:

The information I have given in this application is true, correct and complete to the best of my knowledge. I have read and agree to abide by the Terms and Conditions for services received from The Four Paws Agency. I understand that this form acts as permission to hold keys to my property, which I have provided willingly. I hereby indemnify The Four Paws Agency and their staff against liability of any kind whatsoever arising from damage or loss of any property.

Signed		Date	
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Off the Lead Consent Form:

I agree to The Four Paws Agency having the right to allow my dog off the lead and understand that all terms and conditions remain the same.

Signed		Date	
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Disclaimer & Waiver of Liability:

The information I have given in this application is true, correct and complete to the best of my knowledge.

I have read and agree to abide by the Terms and Conditions for services received from The Four Paws Agency. I hereby indemnify The Four Paws Agency and their staff against liability of any kind whatsoever arising from my dog's participation in any services offered by The Four Paws Agency.

Signed		Date	
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Terms & Conditions

Terms of Business for Services Effective 1st Jan 2016

1. The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of The Four Paws Agency, or is using any other services provided by The Four Paws Agency, and agrees to indemnify The Four Paws Agency in full against any liability arising from such harm or damage to third parties.
2. The Client agrees that, in admitting their dog, The Four Paws Agency has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. All dogs will be subject to an initial assessment by The Four Paws Agency staff prior to using The Four Paws Agency. The Four Paws Agency reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client agrees to notify The Four Paws Agency immediately of any unwelcome, aggressive, proactive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. The Four Paws Agency offer services where dogs co-mingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
6. The Four Paws Agency will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of The Four Paws Agency staff.
7. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of The Four Paws Agency, together with any associated costs e.g. call-out charges. The Client authorises the staff of The Four Paws Agency to seek such veterinary advice and/or treatment as they deem necessary; 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 the staff of The Four Paws Agency may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.
8. The Four Paws Agency reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including bordetella), or the vaccinations are found to be expired or otherwise incomplete.
9. Bitches may not attend The Four Paws Agency while in season or pregnant. The Four Paws Agency reserves the right to refuse admission if these criteria are not met.
10. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold The Four Paws Agency responsible if their dog contracts Kennel Cough while attending.
11. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify The Four Paws Agency immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. The Four Paws Agency reserves the right to refuse admission until satisfied that the condition is resolved.
12. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by The Four Paws Agency without prior approval. All such media remain the property of The Four Paws Agency.
13. The Client agrees that The Four Paws Agency is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
14. The Client agrees to ensure their dog has not eaten in the hour before pick up by The Four Paws Agency to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
15. The Client agrees to provide keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.
16. The Client agrees that, by signing the key holder waiver form this will indemnify The Four Paws Agency in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
17. No variation of these Terms and Conditions will have effect unless confirmed by The Four Paws Agency in writing.