

Monique's Mutts – Terms & Conditions

By booking with Monique's Mutts, you agree to the following Terms & Conditions.

About Our Service

- Monique's Mutts provides dog walking services on agreed days and for agreed durations.
 - Dogs may be walked individually or in small groups.
 - Group walks will never exceed six dogs at one time.
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Trial Period & Suitability

- All dogs are subject to a trial period of at least five walks.
 - During the trial period, dogs will remain on lead.
 - The trial allows me to assess behaviour, training and socialisation.
 - Monique's Mutts reserves the right to refuse or discontinue services if a dog is deemed unsuitable for group walks.
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Your Dog's Care & Information

- Clients must provide full and accurate information about their dog, including:
 - Behavioural issues
 - Medical conditions
 - Special care requirements
- This information will be used for all future bookings unless changes are provided.
- Dogs must be up to date with:
 - Vaccinations
 - Flea treatments
 - Worming treatments

- Clients must provide their vet's contact details.
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Equipment & Identification

- Clients must provide suitable:
 - Collars
 - Harnesses
 - Muzzles (if required)
 - All dogs must wear a collar with an identification tag in accordance with UK law.
 - Monique's Mutts may attach its own contact tag for the duration of the walk.
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Access & Collection

- Clients must ensure access is available at the agreed collection and return times.
 - If access cannot be gained, the walk will still be chargeable.
 - If a dog flap is used:
 - Clients are responsible for ensuring gardens and outdoor areas are secure.
 - Monique's Mutts does not check fencing or boundaries.
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Weather & Welfare

- In extreme weather conditions, including high temperatures or severe weather:
 - Walks may be shortened/ cancelled/ changed to a home visit or moved to an early morning slot
 - This is at Monique's Mutts' discretion
 - Decisions are made to protect your dog's safety and welfare
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Illness, Injury & Emergencies

- In the event of illness or injury:
 - Clients authorise Monique's Mutts to seek emergency veterinary treatment
 - All costs will be the responsibility of the client
 - Every effort will be made to contact the owner first where possible.
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Bookings & Prices

- Service prices are published on the Monique's Mutts website.
 - Prices will be confirmed at the time of booking.
 - By confirming a booking, you agree to the stated charges.
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Payments

- Invoices will be sent on a Friday.
- Payment must be received by end of day Sunday to ensure walks can take place the following week.

Payments can be made by:

- Bank transfer
 - Cash
 - Debit and credit cards are not accepted.
 - Late or outstanding payments will be added to the following invoice.
 - A £10 late payment charge per week will be applied until the outstanding balance has been paid in full.
 - Monique's Mutts reserves the right to pause services until payment is brought up to date.
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Cancellations

- Customers must provide at least 24 hours' notice prior to the day of service for any cancellations.
 - Cancellations made with less than 24 hours' notice will be charged at the full service rate.
 - If Monique's Mutts needs to cancel a service due to unforeseen circumstances:
 - Clients will be notified as soon as reasonably possible.
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Insurance & Liability

- Monique's Mutts holds appropriate public liability and pet care insurance.
 - While all reasonable care is taken:
 - Monique's Mutts cannot be held liable for injury, illness, loss or death of a dog while in our care
 - All veterinary or related costs remain the responsibility of the owner
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Damage or Injury Caused by Dogs

- Clients agree to be responsible for any damage, injury or loss caused by their dog to:
 - People
 - Animals
 - Property
 - Any associated costs must be reimbursed to Monique's Mutts.
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Privacy & Data Protection

- All personal information provided to Monique's Mutts:
 - Will be treated as confidential
 - Will not be shared with third parties

Photos & Marketing

- Clients give permission for photographs or videos of their dog to be used for:
 - Social media
 - Website
 - Promotional materials
- Permission can be withdrawn at any time by advising in writing.

Changes to These Terms

- Monique's Mutts reserves the right to amend these Terms & Conditions at any time.
- The most up-to-date version will always be available on the Monique's Mutts website.