

# *Muttlins*



## *Terms of Business 1/2*

*To prevent unnecessary noise please phone my mobile phone*

*When close or outside so I can meet you at the door.*

*Thank you*

1. Dog walking/boarding/crèche agreements will not be confirmed until Muttlins has met your dog.
2. Muttlins does NOT require dogs to be vaccinated for Kennel Cough. Muttlins can't accept a dog that has been vaccinated from 4 weeks of vaccination.
3. All dogs must have yearly vaccinations and a copy of the vaccination record provided. All vaccinations must be completed 4 weeks prior to any booking.
4. All dogs must be on a regular flea and worm control regime.
5. All dogs will be exercised **off** lead unless prior agreement has been reached with Muttlins.
6. Muttlins must be informed of any behaviour problems at the time of booking. Muttlins reserves the right to cancel the contract at any time if the correct information has not been provided by the client.
7. All dogs being walked will undergo a week's trial to ensure they are adequately trained and socialised.
8. Dog walks will be cut short if necessary due to extreme weather conditions (i.e. heat, thunder storms) for the safety of both the dogs and the walker.
9. If dogs require towelling off after walks towels must be provided and left by the front door.
10. The client's dog must wear a collar. Muttlins will provide a tag for the duration of any booking.
11. The client should notify their vet that Muttlins will be acting as guardian in the client's absence.
12. Muttlins is insured for Public Liability. The client should adequately insure their own dog.
13. The client is responsible for any veterinary bills, no matter how they are incurred, whilst their dog is in the care of Muttlins.
14. Muttlins must be provided with a name and contact number of someone capable of making any decision relating to your dog in an emergency. If the contact is not available Muttlins reserves the right to consult with your veterinary surgeon concerning your dogs' best interests.
15. Muttlins will care for your dog as you would and cannot accept liability for any loss, injury or death to your dog whilst in our care.

*Sarah Jordan, 41 Royston Way, Burnham, Berkshire, SL1 6ES  
Tel: 01628 311140 Mob: 07786 706118 [www.muttlins4pets.co.uk](http://www.muttlins4pets.co.uk)*

# Muttlins



## Terms of Business 2/2

16. Group socialisation of dogs carries risks as well as benefits. Muttlins provides a monitored environment where the benefits outweigh the risks. It is still possible that dogs may receive minor injuries from rough play. Muttlins accepts no liability for the injuries or any costs involved.
17. The client is responsible for all damages to Muttlins property.
18. The client must provide all food and other necessary items for their dog (i.e. medication etc) to ensure that they can be adequately cared for. Any additional supplies to be purchased whilst in the care of Muttlins will carry a £5.00 collection fee.
19. Dogs staying for boarding/crèche will not be separated during Muttlins absence.
20. There are additional charges for all Bank Holidays including Christmas Eve and New Years Eve.
21. Crèche is charged daily from 8am – 6pm. Dogs must be dropped off by 8.15am and collected by 6pm. Boarding is charged daily. Dogs must be dropped off by 8.15am and collected by 6pm. Boarding dogs collected prior to 9am, Monday-Saturday and 10am on Sundays will not be charged for that day. Boarding dogs dropped after 1pm will be charged £20 for that days boarding.
22. All boarding/crèche bookings are subject to a 50% non-refundable deposit payable at time of booking via cash/cheque (**made payable to S Jordan**) or BACS. Remaining monies owing will be due for payment at the beginning of the booking by cash or cheque. Dog Walking is payable on the Friday of each week or within 7 days of receipt of invoice. Long-term boarding/crèche arrangements can be invoiced monthly by prior arrangement. If payment is not received in accordance with these Terms, Muttlins will not honour any future arrangements.
23. A cancellation charge will apply for cancelled services.
  - Walks:** No charge will be made for a walk cancelled on the day. If frequent cancellations are made then Muttlins will cancel any future arrangements.
  - Crèche:** If a crèche day is cancelled without 48 hours notice, the full charge will be payable.
  - Boarding:** If a boarding booking is cancelled without 48 hours notice, the full deposit will be forfeited and any remaining monies will be charged.
24. If Muttlins has to close due to an unforeseeable problem (ie. Kennel cough/illness) then it will be assumed that all services will be resumed when Muttlins returns.

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