

Jonty's Paws & More
Terms & Conditions

Terms and Conditions - General

1. All clients will be deemed to have accepted Jonty's Paws & More's terms and conditions (as laid out here) on signature of the Booking Form.
2. Jonty's Paws & More will not confirm any booking until a consultation has been carried out with the client and the Booking Form, with full details of client requirements, has been signed by the client.
3. A deposit of 25% will be required to confirm Dog Boarding and House Sitting, payable on booking. Full payment for services (agreed either at time of booking or subsequently) is to be made 7 days before services commence or, by the date specified at the consultation via cash or bank transfer. We do not accept cheques. Dog walking, Daycare and Home Visits clients may pay monthly or weekly in advance via cash or bank transfer.
4. Jonty's Paws & More reserves the right to charge a late payment fee of £5 per day if payments are not paid on the date due.
5. A charge of 1.5 x normal daily rate will be added for the following days for all our services: Christmas Day and Boxing Day, New Years Day and all Bank Holidays including Easter.
6. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of Jonty's Paws & More, these will be purchased and added to the invoice.
7. The client must provide Jonty's Paws & More 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 Jonty's Paws & More reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
8. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Jonty's Paws & More.
9. Jonty's Paws & More 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 booking.
10. Although Jonty's Paws & More holds Public Liability insurance, wherever possible pets should be insured by the client. Jonty's Paws & More reserves the right to refuse a booking for any animal which is not insured.
11. Jonty's Paws & More will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Jonty's Paws & More cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
12. As a rule set by our Local Authority for home boarding, dogs must not be left alone for more than 3 hours.
13. Price changes - Prices will be reviewed annually and amended if required on 1st January each year. We reserve the right to adjust our prices at any time if deemed necessary. All clients will be notified via email of any changes.
14. All data about you is treated as strictly confidential and is held in accordance with the General Data Protection Regulations (GDPR). Our Privacy Policy, updated to comply with the GDPR can be found in full [here](#)

Terms and Conditions – Services

1. Cancellations - for cancellations of walks/day care/home visits, 48 hours notice is required. If the required notice is not given charges will be applied in full for the cancelled period. If you wish to permanently cancel services 1 months notice is required, this must be done via a phone call.
2. In the event of Boarding cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit or 25%, will be refunded, or held over for subsequent bookings.
3. Boarding bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 50% payment for services.
4. All bookings cancelled within 48 hours will be payable in full.
5. All dogs being walked or in day care must be fully vaccinated and on a regular flea and worm control regime.
6. All dogs being walked or in day care will undergo a trial period to ensure that they are adequately trained and socialised.
7. Jonty's Paws & More 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 your emergency contact will be contacted and asked to arrange collection of the dog. There will be no refund of the boarding fees you have paid or are owed to Jonty's Paws & More and any additional fees charged by your emergency contact will be payable by you.
8. All dogs will be walked on a lead unless prior agreement has been reached with Jonty's Paws & More and consent has been signed.
9. We will apply personal judgement and cut short a walk if necessary because of extreme weather conditions (ie, heat, thunder storms, snow) for the safety of both the dogs and staff.
10. Jonty's Paws & More does not accept any responsibility or liability for any clients animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area, or in the home with an unlocked cat flap.
11. Jonty's Paws & More will clean up after your pets to the best of their ability. Please inform us of the designated area for the appropriate cleaning supplies. Jonty's Paws & More are not responsible for carpet/ flooring stains created by your pet(s).
12. Jonty's Paws & More will make adequate steps to ensure your home is safe and secure in your absence, however Jonty's Paws & More cannot be held responsible for any burglaries or accidents caused by your pet(s).
13. Although all durations and times stated will be adhered to as rigorously as possible they are approximations only.
14. The right is reserved to re-home any pet not collected within 14 days of the date arranged if no communication is received from you and reasonable efforts to contact you or your emergency contact have failed. In the event we deem it necessary to re-home your pet due to abandonment, all fees shall be payable by you up to the point of re-homing. A £150 re-homing fee is payable by you for re-homing your pet and a report shall be filed with the appropriate authorities.

Terms and Conditions - Aggressive Animals

1. Jonty's Paws & More will not accept to look after aggressive animals. (Dog aggressive dogs can use the walking service as long as safety measures are in place – for instance a muzzle.)

2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to 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. Jonty's Paws & More will not walk unruly or untrained dogs.
5. If the client's dog(s) whilst being walked or boarded shows aggressive tendencies towards Jonty's Paws & More or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and your emergency contact will be notified and asked to collect your pet. If the emergency contact refuses to collect your pet it will be moved to a kennels facility. Any additional boarding fees required by the kennels facility will be your responsibility.

Terms and Conditions – Misc

1. On occasion Jonty's Paws & More may have a family member or friend accompany/assist/cover for them whilst providing the scheduled services. No costs will be applied to the clients account for any assistance the companion provides.
2. Jonty's Paws & More regularly takes photographs of clients 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 the agreement.
3. Jonty's Paws & More 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 month's notice.

