



TERMS AND CONDITIONS FOR DOG WALKING

Please ensure you have read these Terms and Conditions prior to booking.

They complement the general Terms and Conditions on the website.

By placing a booking you are deemed to have read and accepted them.

DOG WALKS

GROUP WALKS

- Group walks are available Monday-Friday and on request at Weekends and Bank Holidays.
- Thrive Dog Care does not engage in one-off walks, unless in a case of emergency.
- Prior to providing the dog walking service, the Walker will engage in a walk with the dog(s) and owner/client to establish a relationship with them and to assess the dog's behaviour and any needs it may have while going on a group walk.
- There will be no more than three dogs on a walk, unless in a case of emergency.
- Each walk is approximately 45 minutes to 1 hour long. This does not include travel time for pick up and drop off time.
- Times may vary depending on order of collection and drop off and whether dogs need washing down and drying off.
- All dogs must wear a collar with an ID tag to adhere to Animal Health and Welfare Act 2013 and the Control of Dogs Act 1986.
- If you do not want your name and address on the dog ID tag, then please make sure it has your name and (mobile) phone number. This ensures that the owner can be traced in the uneventful situation where a dog runs off, gets lost and is picked up by a third person.
- The Walker will request a copy of all dogs vaccination records prior to the service starting.
- The Owner is liable in making sure their dog is fully vaccinated and all vaccinations, that boosters are kept up to date and recorded in the dog's passport.
- All dogs will be kept on a lead until it is safe for them to be off lead.
- Dogs will have the opportunity to play with each other if they are a play-match and only if the environment is safe to do so.
- All dogs will be washed down and towel dried on their return and left to rest in the place requested by the owner.
- All dogs will travel safely in a crate in the vehicle.
- All dogs will have fresh water provided.

INDIVIDUAL WALKS

- Individual walks are walks with just one dog.
- The Terms and Conditions for group walks apply.
- Individual walks are available Mon. – Fri. and on request at Weekends and Bank Holidays.
- Details of an individual walk can vary, depending on the dog's needs and owner's wishes.

PRICING, PAYMENTS, CANCELLATION AND LIABILITY

PRICING: Monday - Friday

- The price of a 45 – 60 min. walk for one dog in a group walk is € 20,-
- The price of a 45 – 60 min. requested individual walk is € 30,-
- The price of a 45 – 60 minute walk for 2 dogs that live in the same home is € 17,50 per dog.
- The price of a 45 – 60 minute walk for 3 dogs that live in the same home is € 15,- per dog.
- Beyond a distance of 15km between Thrive Dog Care and the client address there will be a rate for travel of 0,20 ct./km.

PRICING: Weekends and Bank Holidays

- The price of a 45 – 60 min. walk for one dog in a group walk is € 30,-
- The price of a 45 – 60 min. requested individual walk is € 40,-
- The price of a 45 – 60 minute walk for 2 dogs that live in the same home is € 25,- per dog.
- The price of a 45 – 60 minute walk for 3 dogs that live in the same home is € 20,- per dog.
- Beyond a distance of 15km between Thrive Dog Care and the client address there will be a rate for travel of 0,20 ct./km.

PAYMENTS

- Invoices will be sent out monthly in arrears unless agreed otherwise.
- Full payment is to be received by the 28th of the month.
- Irregular clients with one-off bookings need to pay in full before the walk is provided.
- A daily 10% late payment fee will be added to invoice if payment is not received within time.
- Payments can be made by bank transfer or cash.
- If payment is not received on time then the services may be terminated immediately.

CANCELLATION

- Less than 48 hours to cancel a booking will be charged at full rate.
- Either party requires a notice period of 2 weeks to end the contract.
- Should any dog become dangerous or aggressive, the walker will advise for the dog to be removed from a group walk. However, individual training services would be available to support the client and their dog with any behavioural challenges.

LIABILITY

- The Walker will carry liability insurance relative to the services.
- The Walker will not be liable for any unforeseen emergencies, i.e. lost, stolen, injured dogs.
- The Owner shall be liable for all medical expenses resulting from an injury caused to the Walker by the dog.
- The Walker accepts no liability for any damages or breach of security to the owner's property during this term of agreement.
- The Walker will ensure owner/clients' house keys and personal details are safe and secure.

EMERGENCY PROCEDURES AND PROTOCOLS

LOST OR STOLEN DOG

- All dogs while they are in our care will wear a collar and ID tag, provided by the owner.
- Should a dog run off or get lost we will stay at the location so that the dog will find it easier to relocate.
- The Walker will continue to be available via mobile phone in case the owner is contacted regarding their dog's whereabouts, so we can reunite.
- If a dog is stolen, the Walker will report this to the police, contact the microchip database and report it to the local dog warden, local vets, animal hospitals and re-homing centers as well as the dog/s owners.

INJURED DOG

- If your dog becomes injured, we will seek veterinary attention immediately and call for advice and assistance as well as the dog/s owners.

DANGEROUS WEATHER

- If there is a weather warning, which may interrupt our walking agreement, we will contact you to suggest alternative plans to seek agreement.

DOG WALKING – HOLIDAY PROCEDURES

Thrive Dog Care will provide as much notice as possible of any holidays they are planning to take with no fee payable by the clients.

Thrive Dog Care differs from other, similar services by only walking a maximum of three dogs at one time, so that close supervision and training can be provided to help support dogs when walking in a group. With this in mind, each space within the walk is valuable.

Therefore, to ensure the business is run effectively all clients that have a contract can take a maximum of 20 days holiday pro rata between January and December with no fee payable.

For example:

If you standard have a Walks Booking for:

- 5 days a week >> 20 days holiday a year
- 4 days a week >> 15 days holiday a year
- 3 days a week >> 12 days holiday a year
- 2 days a week >> 8 days holiday a year
- 1 day a week >> 4 days holiday a year

Any additional holidays will be charged at half the rate as a retainer.

If services are required on Bank holidays, then these will need to be booked separately and charges differ.