

Terms and



Conditions

Dog walking and Drop in services

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Thank you for choosing Goose and Lettuce Dog Salon to care for your dog. Your pet's safety, happiness and wellbeing are incredibly important to us.

These Terms & Conditions explain how our dog walking and drop-in services work and help make sure we have a clear understanding with every client.

By booking our services, you agree to the following Terms & Conditions.

Our Services

We offer dog walking and drop-in visits tailored to your dog's individual needs.

Dog walks may include:

- Exercise and appropriate enrichment.
- Time to sniff and explore.
- Play where appropriate.
- Fresh water on return.
- A quick towel dry if your dog gets wet or muddy.

Drop-in visits may include:

- Toilet breaks.
- Feeding according to your instructions.
- Fresh water.
- Play and enrichment.
- Cuddles and companionship.
- Letting your dog out into a secure garden.
- Cleaning up reasonable pet-related accidents.
- Administering medication where agreed in advance.

The service provided will depend on the booking you have made and your dog's individual needs.

Booking Your Dog's Care

Bookings are confirmed once we have agreed the date, time and service with you.

Before your first booking, we will ask you for some information about your dog and their routine. It is important that this information is accurate and kept up to date.

Please let us know about any:

- Medical conditions or allergies.
- Medication.
- Behavioural issues or fears.
- Reactivity towards people, dogs or other animals.
- History of aggression or biting.
- Tendency to escape or run away.
- Food or resource guarding.
- Separation anxiety.
- Other information that could affect your dog's safety or our ability to care for them.

We appreciate your honesty. Knowing as much as possible about your dog helps us provide the safest and most enjoyable service.

Keys and Access to Your Home

If you provide us with a key, key safe code or other method of access, it will only be used for the purpose of providing your pet care service.

Please make sure that doors, gates and other access points are secure and in good working order.

If your access arrangements change, please let us know before your next visit.

We will take reasonable care when entering and leaving your property. However, we cannot be responsible for pets escaping because of faulty locks, gates, doors, fencing or other security issues that we could not reasonably have known about.

Dog Walks

Your dog must have a suitable collar or harness and lead.

Unless you have specifically agreed otherwise with us, your dog will remain on lead when being walked.

Off-lead walks will only take place with your permission in a secure dog field.

We reserve the right to keep your dog on lead if we feel that off-lead exercise would be unsafe.

Your dog's safety will always come before providing off-lead freedom.

Group Walks

If you choose a group walk, we will carefully consider which dogs are suitable to walk together.

We may separate a dog from the group or change the walking arrangement if we feel this is necessary for the safety or wellbeing of your dog, another dog or a member of the public.

We cannot guarantee that your dog will interact with other dogs during every group walk.

Drop-In Visits

Drop-in visits are designed to provide your dog with companionship, toilet breaks, feeding and appropriate care while you are away.

We will follow the routine and instructions you have provided as closely as reasonably possible.

Visit times may occasionally vary slightly because of traffic, weather, an emergency or an unexpected situation with another pet.

If we expect to be significantly delayed, we will let you know where reasonably possible.

Your Dog's Health

You are responsible for ensuring that your dog receives appropriate veterinary care, vaccinations and parasite prevention.

Please tell us if your dog is not yet fully vaccinated.

We will discuss suitable arrangements with you and take reasonable steps to avoid unnecessary exposure to potential risks.

Please do not book a walk or drop-in visit if your dog has a contagious illness.

If your dog becomes unwell or appears injured while in our care, we will contact you or your emergency contact as soon as reasonably possible.

If your dog is presenting with a contagious illness, parasite infestation or is unvaccinated you may be subject to extra charges and/or service termination, all will be discussed with you at the time.

Emergencies and Veterinary Care

Your dog's welfare is our priority.

If we believe your dog requires urgent veterinary attention, we will make reasonable attempts to contact you and your emergency contact.

If immediate treatment is required, you authorise us to arrange veterinary care at your nominated veterinary practice or, where necessary, an appropriate emergency veterinary provider.

You remain responsible for any veterinary, medication or treatment costs incurred.

We will always aim to act in your dog's best interests in an emergency.

Medication

We are happy to administer medication where this has been agreed with you beforehand and where it is safe and practical for us to do so.

Medication must be provided in its original packaging with clear instructions.

Please provide written instructions for the dosage and timing of medication.

We cannot administer medication where we believe doing so would be unsafe or where the instructions are unclear.

Behaviour and Safety

Your dog's safety and the safety of other people and animals are extremely important to us.

Please be completely open with us about your dog's behaviour, even if you think it is minor.

If a dog's behaviour becomes unsafe or significantly different from what has been described to us, we may need to change, shorten or stop the service.

We will always try to discuss any concerns with you and find a suitable solution wherever possible.

Equipment

You are responsible for providing suitable and secure equipment for your dog.

This includes an appropriate collar or harness and lead.

If equipment appears damaged, unsuitable or unsafe, we may choose not to use it and will discuss alternatives with you.

In accordance with UK law, all dogs must wear a collar and identification tag when in public. The identification tag must display the owner's name and address, including postcode, and a telephone number is also recommended.

Weather

Your dog's wellbeing comes first, whatever the weather.

In extreme heat, storms, flooding, ice or other dangerous conditions, we may shorten, change or cancel a walk.

Where appropriate, we may replace a walk with a garden/toilet break, enrichment or indoor companionship.

We will always aim to provide the best alternative we can.

Cancellations

We understand that plans can change.

Please give us at least 24 hours' notice if you need to cancel or change a booking.

Cancellations made with less than 24hours' notice more than once may be charged at 50% of the booking price.

If we have already arrived at your property when a booking is cancelled, or we are unable to access the property because arrangements have not been made correctly, the full booking fee may apply.

We will always try to be reasonable where there are genuine emergencies or unexpected circumstances.

Our Cancellations

Occasionally, we may need to cancel a booking due to illness, an emergency, severe weather or circumstances outside our reasonable control.

Where possible, we will give you as much notice as we can and will work with you to find a suitable alternative.

Payment

Payment is due within 7 days of the invoice.

Payment can be made by bank transfer or if you'd prefer, let us know and pop into the salon for cash or card.

We reserve the right to pause future bookings if there are outstanding payments.

Additional Charges

We will always try to agree any additional costs with you beforehand.

Additional charges may apply if:

- Extra pets require care.
- A visit takes substantially longer than booked due to unexpected circumstances.

- Additional cleaning is required beyond what would normally be expected.
- Emergency or additional care is requested.
- Special arrangements are required.

Multiple Pets

Please tell us about all pets that require care when making your booking.

We are happy to care for additional pets where agreed, although an additional charge may apply.

We cannot accept responsibility for caring for animals that have not been disclosed to us.

Your Home and Belongings

We will treat your home and belongings with care and respect.

Please let us know about alarms, security systems, gates, keys, or anything else we need to know to safely access your property.

We cannot be responsible for pre-existing damage, faults or security issues that were not reasonably apparent to us.

Responsibility and Liability

We will always take reasonable care of your dog and will do our best to provide a safe, professional and caring service.

However, dogs are animals and can behave unpredictably. We cannot guarantee that accidents, illness or injury will never occur.

Where appropriate, we may be unable to accept responsibility for loss, injury or damage arising from circumstances outside our reasonable control, or from medical conditions, behavioural issues, inaccurate information or other circumstances that have not been disclosed to us.

Nothing in these Terms & Conditions is intended to exclude or limit any liability that cannot legally be excluded or limited.

Damage Caused by Your Dog

If your dog causes damage to property, equipment, vehicles or belongings, we will let you know as soon as reasonably possible.

Where damage results from behaviour or circumstances that were not disclosed to us, you may be responsible for reasonable costs arising from that damage.

Photos and Social Media

We love taking photos of the dogs in our care and, with your permission, may use occasional photographs or videos for our website or social media.

We will only use photographs of your dog for promotional purposes if you have given us permission to do so.

You can withdraw your permission at any time by contacting us.

Personal Information

We will only collect and use your personal information where reasonably necessary to provide our services, manage bookings, communicate with you and meet our legal or business obligations.

We will handle your information in accordance with applicable UK data protection requirements.

We use Microsoft OneNote to collect our client information in the form of password protected notebooks. We only collect the information we need, and you reserve the right to view your data or erase the data at any time.

Ending Our Working Relationship

We want every client relationship to be positive and enjoyable.

However, we reserve the right to stop providing services if:

- We believe a dog's behaviour presents an unacceptable safety risk.
- Important medical or behavioural information has not been disclosed.
- There are repeated unpaid invoices.
- We are treated abusively, threateningly or disrespectfully.
- We are unable to provide the service safely or as agreed.

Where possible, we will discuss any concerns with you before ending the service.

Client Responsibilities

By booking with us, you confirm that:

- The information you provide about your dog is accurate.
- You have told us about relevant medical and behavioural issues.
- Your dog has appropriate identification.
- Your dog has suitable equipment for walks.
- You have provided safe access to your property.
- You will keep us informed of any changes that may affect your dog's care.
- You accept responsibility for veterinary costs and other reasonable costs incurred on your behalf.

Acceptance of These Terms

By booking a dog walking or drop-in service with Goose and Lettuce Dog Salon, you confirm that you have read and agree to these Terms & Conditions.

These Terms & Conditions may occasionally be updated. If we make a significant change that affects your bookings, we will let you know.

Thank you for trusting us with your dog. We really appreciate it and will always aim to provide a caring, reliable and professional service.