

## **1. These terms**

**1.1. What these terms cover.** These are the terms and conditions on which Bubbles & Cuddles will supply services to you (and your dog(s)).

**1.2. Why you should read them.** Please read these terms carefully before you use Bubbles & Cuddles services. These terms tell you about how we will provide services to you, what to do if there is a problem and other important information.

## **2. Contact**

**2.1. How to contact us.** You can contact Bubbles & Cuddles by telephone on 07479403564 or by writing to [bubblesandcuddleslondon@gmail.com](mailto:bubblesandcuddleslondon@gmail.com).

**2.2. How we may contact you.** If Bubbles & Cuddles needs to contact you this will be done by telephone or by writing to you at the email address or postal address you provide to us. Please do let us know if any of these details require updating.

## **3. Let's get started**

**3.1. Initial consultation.** Bubbles & Cuddles services will be subject to an initial consultation. The initial consultation is free of charge and is a really important part of making sure Bubbles & Cuddles services are correct for your dog(s). As part of the initial consultation you will be asked to confirm that your dog(s) is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.

**3.2. Sometimes we need to refuse dogs.** For the safety and care of the dogs we look after, Bubbles & Cuddles reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive. This may include, but is not limited to, dogs over the age of one (1) who are unneutered or dogs who require special measures to be able to walk them safely (such as muzzles). We also cannot accept your dog(s) if you fail to provide adequate proof of up-to-date vaccinations (including bordetella) or if you fail to comply with your responsibilities as set out in section 4.1 (below), or otherwise in these terms. If we are unable to accept your dog(s), we will inform you of this.

## **4. Your responsibilities**

**4.1. What we require from you.** To ensure a safe environment for all the dogs within our care, it is your responsibility to ensure that your dog:

4.1.1. is microchipped and wearing an ID tag;

4.1.2. is continuously free of and has not been exposed to contagious, infectious, or otherwise communicable diseases. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease,

Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites; and

4.1.3. has not eaten in the hour before pick up by Bubbles & Cuddles to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).

## **5. How services will be performed and when they might not be**

**5.1. When we will provide the services.** Bubbles & Cuddles will supply the services to you on such dates and at such times that have been agreed with you.

**5.2. When our services may change.** In extreme weather (e.g. very hot weather or heavy snow) walks may be shorter to ensure the comfort of the dogs. This will be at Bubbles & Cuddles discretion.

### **5.3. Reasons we may suspend or stop your services or be unable to provide services.**

5.3.1. If you have asked us to pick up your dog(s) and we cannot access your property as arranged we will be unable to carry out our services and you will remain liable for all fees and any additional costs incurred by us as a result.

5.3.2. If you do not pay us for the services when you are supposed to and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend our services to you until you have paid us the outstanding amounts.

5.3.3. If your dog displays any unwelcome, aggressive, procreative, or dangerous behaviour Bubbles & Cuddles reserves the right to immediately terminate any provision of services or will have to arrange special services for your dog during this time (such special services may incur a higher price).

5.3.4. Bubbles & Cuddles may choose not to look after bitches while in season or pregnant or will have to arrange special services for your dog during this time (such special services may incur a higher price).

5.3.5. If you have an ad hoc arrangement with Bubbles & Cuddles, we may not be able to provide our services if we do not have capacity. We will always endeavour to find a workable solution but priority will be given to those who have regular bookings.

## **6. If there is a problem with the services**

**6.1. How to tell us about problems.** If you have any questions or complaints about the services, please contact us on the details set out above. Or, please come and speak to Bubbles & Cuddles.

## **7. Price And Payment**

**7.1. Where to find the price for the services.** The price of the services will be the price set out in our price list unless we have agreed another price in writing.

**7.2. When you must pay and how you must pay.** We will invoice you for the price of the services when we have completed them. You must pay each invoice within 7 calendar days after the date of the invoice.

**7.3. What to do if you think an invoice is wrong.** If you think an invoice is wrong, please contact us promptly to let us know.

## **8. Cancelling**

**8.1. Cancelling individual booked services.** Bubbles & Cuddles does not charge for cancellations with adequate notice. However, the following cancellation charges will apply to:

### **8.1.1. Day care/Dog walking:**

If you cancel between 1-3 days, full payment will be required.

If you cancel between 4-7 days, half payment will be required.

If you cancel with 7+ days' notice, there will be no charge.

### **8.1.2. Overnight Pet Sitting/ Dog Grooming**

Deposits are required to secure bookings and dates. Deposits are 50% of the overall fee.

If you cancelled between 1-7 days, full payment will be required.

If you cancel between 8-14 days, the deposit will be kept.

If you cancel with 14+ days' notice, there will be no charge and your deposit returned.

**8.2. Cancelling ongoing services.** If you wish to terminate ongoing services you must give Bubbles & Cuddles a minimum of 2 weeks' notice. Failing this, Bubbles & Cuddles reserves the right to charge full payment for both weeks.

## **9. Liability and emergencies**

**9.1. Damage caused by your dog.** You are responsible for any and all harm or damage caused by your dog while it is under the care of Bubbles & Cuddles. This will include, but is not limited to, medical expenses and damages resulting from any injury to Bubbles & Cuddles and its staff or to other persons by the dog. You agree to indemnify Bubbles & Cuddles in full against any liability arising from such harm or damage to third parties.

**9.2. Property and belongings.** Bubbles & Cuddles is not responsible for any loss or damage to your property or any lost, stolen, or damaged leads,

collars, tags, clothing or any other item you leave with your dog.

**9.3. Co-mingling of dogs.** Bubbles & Cuddles offers services where dogs co-mingle in groups. You agree and accept that during the course of normal dog play your dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.

**9.4. Veterinary treatment.** You must provide Bubbles & Cuddles with the name and contact number of someone with authority to make decisions relating to your dog(s) care in an emergency. During such an emergency, if the emergency contact is not available or their details have not been provided, you authorise Bubbles & Cuddles to transport your dog(s) to a listed veterinarian or request on-site treatment from a veterinarian or transport your dog(s) to an emergency clinic if the previous two options are not feasible. You agree that Bubbles & Cuddles may use its sole discretion in choosing the best care option for your dog(s) and that Bubbles & Cuddles cannot be held liable for any injury or death of your dog(s). You will be responsible for the full cost of treatment of any injuries or illness that your dog receives while under the care of Bubbles & Cuddles, together with any associated costs e.g. call-out charges.

**9.5. Illness.** You agree and accept that even though your dog(s) is vaccinated against Bordetella (Kennel Cough) there is a chance that your dog(s) can still contract Kennel Cough. You agree that you will not hold Bubbles & Cuddles responsible if your dog(s) contract Kennel Cough whilst in the care of Bubbles & Cuddles.

## **10. Insurance**

**10.1. Bubbles & Cuddles 's insurance cover.** Bubbles & Cuddles has insurance which covers public liability to animals in care, custody or control and bodily injury to third party persons, arising from their activities. However, Bubbles & Cuddles and its staff and associates will not be responsible for any injury or fatality of a pet whilst in their care.

## **11. How We May Use Your Personal Information**

**11.1. How we will use your personal information.** We will only use your personal information as set out in these terms and our Privacy Policy (you can find this on our website).

## **12. Photos, videos, images**

**12.1. Taking and using pictures of your dog.** You consent to your dog(s) being photographed, videotaped and used in any media or advertising by Bubbles & Cuddles without the need of your prior approval. If you do not want photos of your dog(s) posted please let us know. All such media remains the property of Bubbles & Cuddles.

### 13. Other Important Terms

**13.1. If part of this contract is considered unlawful, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**13.2. Variation.** No variation of these Terms and Conditions will have effect unless confirmed by Bubbles & Cuddles in writing.

**13.3. Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.

Download the Client enrolment pack [here](#).

By signing that document your acceptance of Terms and Conditions

Signed:

Name:

Date:

My dogs name:



Bubbles & Cuddles Ltd, 50 North Acton Road, NW10 7 AY. London

[www.bubblesandcuddleslondon.com](http://www.bubblesandcuddleslondon.com)

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## Bubbles & Cuddles – **OFF-LEAD WALKING PERMISSION FORM**

I confirm:

The information I have given during my consultation with Bubbles & Cuddles is true, correct and complete to the best of my knowledge.

I give Bubbles & Cuddles permission to walk my dog off its lead during any walk undertaken during my absence (unless this has otherwise been agreed in writing).

I understand the potential consequences that could occur to my dog or to other dogs if walking my dog off the lead while in the care Bubbles & Cuddles. I agree to release Bubbles & Cuddles from all liability including its members, managers, and employees if my dog become lost, injured or otherwise harmed which may result in my dog being walked off the lead.

Bubbles & Cuddles agrees to exercise all reasonable and due care to prevent injury or death to my dog off the lead - however, in the event of injury/death, except those caused by reckless acts on the part of Bubbles & Cuddles, Bubbles & Cuddles will not be held liable for such injury/death of my dog as a result of off-lead walking.

I freely and voluntarily enter into this contract of permission with Bubbles & Cuddles and fully understand the above conditions.

Signed:

Name:

Date:

My dogs name:



**Bubbles & Cuddles – MIXED DOG BOARDING PERMISSION FORM**

I give Bubbles & Cuddles permission to board my dog with other dogs that have been mixed prior to the booking.

I understand that all other clients have also agreed to mixed boarding.

I can confirm that a trial period of familiarisation has taken place to ensure that there are no issues between any of the animals being cared for and on this basis. I am happy to go ahead with mixed boarding.

I freely and voluntarily enter into this contract of permission with Bubbles & Cuddles and fully understand the above conditions.

Signed:

Name:

Date:

My dogs name:



**Bubbles & Cuddles – KEY RELEASE FORM**

I agree to give Bubbles & Cuddles a key to my home located at .....

Bubbles & Cuddles will safeguard Client’s key(s) in a manner consistent with that of the professional pet/home service industry, which includes tagging, coding and storing of key(s) in a manner that offers reasonable protection to Client in the event of loss or theft of key(s). Following the service period, Bubbles & Cuddles will securely retain your key(s) for safekeeping until you contact to arrange repossession of key(s).

Please choose one of the following key return options below:

- 1. I would like to retain my key(s) for convenience and future use.
- 2. I would like to return my key(s) no later than 3 days upon my return.

**IMPORTANT: Bubbles & Cuddles will not agree to leave your house key on a counter in your home on our last visit due to possible return delays where your home and pets would be left neglected. (unless this has otherwise been agreed in writing). The safety of your home and pets are our top priority while you are away.**

There is no charge to return your house key; however, Bubbles & Cuddles will only return key(s) to the Client or Client’s representative (upon request), if Client is not available.

Client authorises ..... to accept the key.

If you would like to return your house key, you will be asked to sign below confirming that your key has been returned.

Signed:

Name:

Date:

My dogs name:



## Bubbles and Cuddles – DETAILS FORM

### **Doggy details:**

Name:  
Gender:  
Breed:  
DoB:  
Weight:  
Spayed/neutered:  
Form of ID dog has:

### **Mom**

### **my/daddy details:**

Name:  
Address:  
Mobile number:  
Emergency contact number/relationship:  
Email address:

### **Veterinary:**

Name:  
Address:  
Phone number:

### **Insurance:**

Name:  
Reference number:

### **Health info:**

Vaccination up to date:  
Worming up to date:  
Flea treatment up to date:  
Any know health issues:  
Dosage to be provided:  
Times to provide medication:  
Any details on how to provide the medication:

### **Routines:**

Meal times:  
How much food to provide:  
Are treats allowed:  
Walking times:  
Where sleeps the dog:

### **Behaviour:**

Is it good on recalls?  
Dog's personality (shy, playful, possessive, dominant, obedient...):  
Sociable with other dogs:  
Friendly with adult people:  
Friendly with kids:  
Is your dog possessive with food/water bowls or any toys?  
Commands your dog knows:

### **Any other information that you think is important to know:**