



DOGgy DELight :
WWW.doggydelight.CO.UK

REGISTRATION FORM

Please fill out our short registration form, in order to help us assess how your dog can get maximum enjoyment from our services, and how we can give you the best possible service.

about you

Your Name:

Your Address:

Your Postcode:

Contact No. :

about your dog

Dog's Name:

Dog's Breed:

Dog's Sex: Dog / Bitch

Is your dog sociable with other dogs? Yes / No

If no please give details:

Does your dog have any special requirements for any of our services, for example a harness or special dietary requirements? Yes / No

If yes please give details:

Has your dog got a history of aggression towards people or other dogs?

If yes please give details:

Is your dog vaccinated and up to date with booster injections?

Yes / No

How old is your dog?

Does your dog have any medical problems that we should know about? Yes / No

If yes please give details:

Details of Veterinary Surgery where your dog is registered:

Please read and sign the attached Terms and Conditions:

Terms and Conditions

Please read through our terms and conditions below which you will be deemed to have accepted when you sign and return the registration form. These terms and conditions will subsequently come into effect each time you employ Doggy Delight for our services.

1) Definitions

Throughout these terms and conditions the words below have the following meanings:-

“we” and “us” means Doggy Delight.

“you” means you the dog’s owner or both owners where the dog is jointly owned.

“your dog” means the dog that you have, or intend to register with Doggy Delight.

2) Registration with Doggy Delight

- a) Before we can provide you with any of the services you require, you must return a signed and completed registration form; completed to the best of your knowledge and detailing the relevant information that we need to know for the handling and care of your dog. This allows us to provide the most appropriate care for your dog and also confirms that you have accepted our standard terms and conditions.
- b) Should you be aware of any information that is relevant to the services we provide for you and your dog after you have completed and returned the registration form, you must let us know this information as soon as reasonably possible after this information has come to light and in any event before the next time you employ us. An example of this might be where previously your dog has not been known to be aggressive with other dogs but recently your dog has been showing signs of aggression.

3) During Doggy Delight Care

- a) We will walk your dog for no less than the time agreed, for example an hour walk will be a full hour walking exclusive of transport.
- b) We will keep all dogs on the lead at all times, unless otherwise agreed with their owners. The only time that we will agree to your dog being off the lead, will be when both parties are confident that your dog will listen and respond to Doggy Delight’s recall commands.
- c) By employing us for a service you agree that we will be given access to your dog for collection at the time and address you have advised us. You can give access by letting us have a key to this address. We will keep the key safe and will not use any key given to us for any other purpose other than access and will return the key to you upon demand.
- d) If we cannot gain access to the dog as per the agreed instructions, you will still be charged for the service that you employed us to do on that occasion.
- e) If you elect to choose a group walk service, you are agreeing that other dogs can be walked with your dog; however the number of dogs in a group walk will not exceed four dogs.
- f) At the time of registration we will discuss with you the most appropriate collar or harnesses and lead for walking your dog. This will usually be the collar or harness that you usually use for your dog. You are required to ensure that the accessories you are using are the most suitable for your dog at that time. For example, this could include providing a muzzle for your dog should this be necessary.
- g) It is your responsibility to provide these accessories and to make these available to us. If these accessories are unavailable to us at the time of the service, we may refuse to walk your dog but you will still be charged for the service that you employed us to do on that occasion.
- h) We hold insurance in respect of the death, loss or injury of dogs in Doggy Delight’s care for a maximum of £5000 per dog. You are entitled to see a copy of this insurance policy upon request from us. We shall have no liability to you for any claim in respect of the dog other than a claim covered by the insurance and admitted by the insurer.
- i) As part of your registration with us you are required to give the name of a veterinary surgery where your dog is registered. If your dog requires veterinary attention whilst in the care of Doggy Delight we will, so far as reasonably possible, take your dog to your named veterinarian. Should the veterinary care be needed

immediately, in an emergency or alternatively should it not be reasonably practicable to go to your named veterinary surgery, we reserve the right to take your dog to a veterinary surgery of its choice.

- j) All veterinary advice or treatment incurred whilst your dog is in the care of Doggy Delight will be at your expense and you agree to reimburse us for any expenses incurred in respect of such veterinary visit.

4) **Cancellation of Services**

You have the right to cancel any services up until 2 hours before the agreed time that we are due to collect your dog. If you cancel any services after this time we reserve the right to charge you for the service that you employed us to do on that occasion.

5) **Payment**

- a) The fees that will be charged for our services are those detailed on our rates page on our website, or as supplied in writing (including email) to you.
- b) All payments for services are required to be made in advance, but can be made upon collection (for example leaving the correct payment at the collection address) of the dog for the agreed service, provided that this is previously agreed with us. If the payment has not been received in advance or upon collection where agreed, we reserve the right to either (i) not provide the service; or (ii) provide the service and request payment by you on demand.
- c) Payment can be made by the following methods: cash, cheque, or bank transfer.
- d) Any service paid for in advance, and cancelled by you within the permitted cancellation period stated above, will be fully reimbursed within 7 days.

Please sign below:

I confirm that I have read and agree to the Terms and Conditions:

X

Customer's Signature

X

Date

Please email or post this back to us at:

info@doggydelight.co.uk

or

27 Home Ground
Shirehampton
Bristol
BS11 0HN