



Celtic CRITTERS

T: 07889 677 514

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www.celticcritters.co.uk

Catherine Brown BSc Hons (Proprietor)

765/6 Ferry Road, Edinburgh

Business Terms and Conditions

Dog Walking

Dogs must be registered at a veterinary practice.

All dogs must be fully vaccinated and a copy of their vaccination record seen before the walking contract commences.

We would strongly advise that dogs are also vaccinated against Kennel Cough.

It is the owners responsibility to inform Celtic Critters of any behavioural considerations (e.g. if a muzzle is required when walking in public spaces this must be provided by the owner).

Celtic Critters must be notified of any bitches in heat and these dogs will be kept on a lead at all times.

Dogs will either be walked individually or in small groups with a maximum of 4 animals depending on the owner's preference. Any introductions between unfamiliar dogs will only be done with prior consent from the owner.

Celtic Critters will only walk dogs in areas previously discussed and agreed with the owner.

Celtic Critters believes in reward based behaviour training and therefore will not agree to use any punishing devices such as anti-bark spray collars or prong collars.

Owners must inform Celtic Critters of any notable medical conditions (i.e. conditions which may need consideration while exercising due to the animal's welfare or the welfare of in contact animals).

Celtic Critters has the right to cancel any contract in the event that the dog is unmanageable due to behavioural problems.

Pet Sitting

Owners must provide all equipment necessary for pet visits, i.e. cleaning equipment, litter, food.

Celtic Critters will only use equipment left out for the use in caring for the owners pet.

Any waste from cleaning cages/litter trays will be disposed of in the agreed method stated in the pet sitting contract.

If medicating is required the owner must make sure in advance of leaving that they have provided enough medication for the duration of their absence.

Any damage done by the pet to the owners' property while they are away is the sole responsibility of the owner unless Celtic Critters have stepped outside the agreed terms of their pet sitting contract.

Any extra services required by the owner must be stated in their pet sitting contract, i.e. watering plants, opening and closing curtains, feeding fish.

Celtic Critters will only enter the rooms deemed necessary in the pet sitting contract.



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Neighbours

We would ask that the owners make their neighbours aware when they are using pet sitting or dog walking services for neighbourhood security awareness.

Emergency

In the event of an emergency the owner will be contacted immediately.

If Celtic Critters is unable to contact the owner then the nominated emergency contact will be notified.

If immediate veterinary treatment is necessary the pet will be taken to the owners vet if possible but otherwise will be taken to the nearest veterinary practice.

The owner will be responsible for payment for any veterinary treatment required unless Celtic Critters is deemed to be at fault over the incident.

Keys

If a copy of the owner's household keys are given to Celtic Critters they will be stored in a locked safe whenever not in use.

All keys will be identified by a coded number system with owner's details and address stored in a separate file for security.

Payment

Payment must be received before any services are provided by Celtic Critters.

For pet sitting contracts payment can either be made in advance by cash, cheque or BACS to the business account or left in the owner's property for collection at the first visit.

If payment is not received Celtic Critters will notify the owner and the contract may be subject to cancellation.

For dog walking services payment must also be given in advance. This can either be made per dog walk or blocks of walking bookings can be requested and paid for in advance (e.g. 1 month contract for 5 walks per week).

Refund

Refunds will only be considered in the event that it is proven that Celtic Critters did not provide the services set out in the pet sitting or dog walking contract.

Cancellation

We would ask that at least 24 hours' notice is given for cancellation of a booking for walking or pet sitting services.

Celtic Critters reserves the right to cancel any pet sitting or dog walking contract with 1 weeks' notice.