



TERMS AND CONDITIONS

1. Definitions: The following definitions apply throughout our terms & conditions of service.
 - a. 'You' the customer(s) & owner(s) of the dog(s)
 - b. 'Us' or 'We' is The Dawg Nanny & owner Melissa Buchan registered at The Mill, Mill of Lumphart, Inverurie, Oldmeldrum AB51 0EA and/or any employed member of staff
 - c. 'Booking' arranged services
 - d. 'Services' Playgroup/dog Walking
2. Registration: A fully completed & signed registration form to be completed before commencement of service. We require as much information as possible to care for your dog in the same way you do & to assist while we get to know them. By signing our registration form you agree to these terms & conditions and consent to the Privacy Notice at the end of this document. An introduction consultation meeting is required before commencement of services.
3. Vaccination: A current and valid vaccination certificate covering DHP (Distemper, Hepatitis, Parvovirus) and Lepto (Leptospirosis) must be produced before any dog can be accepted into our care. A vet's certificate for each dog will be required to photo copy prior to services. If proof is not provided, we cannot start the service for your dog(s).
4. Fees: Our fees are detailed on our website and Facebook page and a copy available on request. Our fees are subject to change. You will be notified 1 calendar month in advance should there be any increase or a decrease in our fees.
5. Payment: Payment is by Cash or Bank Transfer. Payment is collected on day of service for short-term, occasional customers, or 1 day/week customers. For regular customers or those booking 2+days/week, payment is collected weekly. Non-payment will result in withdrawal of our services until payment is received.
6. Cancellation: 24 hours' notice is appreciated but we understand there may be situations where this is not possible. Cancellations need to be confirmed by Email, Text/WhatsApp or Call. If there is an excessive amount of cancellation (as determined by us), the space for your dog(s) cannot be guaranteed and services may be terminated.
7. Scheduled Time-Off: You are allowed to take your dog out of playgroup for up to 5 weeks in a continuous 12-month period (i.e. holidays). For example, if your dog attends playgroup twice per week and is on holiday those 2 days, this is considered 1 week. Any additional time-off needs to be discussed and agreed by us. Please submit your dog's holiday dates as far in advance as you can so we can plan accordingly.
8. Emergency, Illness, Injury: Whilst full care will always be taken, incidents, injuries or illnesses can occur. Any vet fees incurred will be the responsibility of the owner(s). Although we will make all reasonable efforts to ensure the full care, custody and control of all dogs in our care, we cannot be held liable for any injuries incurred which are out of our control, including death. Should your dog become unwell whilst in our care, they will be separated from other dogs. We will notify all owners of any cases of illness in order that they can monitor for symptoms. We cannot accept liability should your dog pick up a contagious disease or condition from another dog. You are required to inform us if your dog is showing any signs of - coughing, sneezing, nasal discharge, crusty eyes, vomiting, diarrhoea, extreme lethargy, seizures, etc. that is out of ordinary. Should your dog have

suffered an illness or diarrhoea within the last 48 hours, The Dawg Nanny will need to be informed and they will need to avoid playgroup for 48 hours since the last episode of vomiting or diarrhoea. The Dawg Nanny has the authority to summon veterinary services at their discretion they consider appropriate. The Dawg Nanny does not accept liability for damage, illness, injury or death sustained during transit between home, playgroup area, veterinary surgery or any other place. A charge of £10 will be due for each transportation to the vet.

9. Other Considerations: Whilst not required, it is highly recommended your dog(s) is regularly treated for fleas, ticks, and worms since services occurs in an outdoor, field environment. The Dawg Nanny is not responsible for any of these occurrences on your dogs or others they may transfer to.
10. Insurance: Our insurance is provided by *Pet Business Insurance*. Copy available by request, for full details of cover.
11. Key(s): Key(s) entrusted into our care will be given a unique reference with only your dog(s) name recorded on the register against the reference number. Key(s) will be kept in a locked key safe whilst not in use. Key(s) must be in good working order and replaced if faulty or damaged. Key(s) will be returned when appropriate – end of service, no longer required, or by request. Locked out/Lost Key(s) – collection of your key from us is free of charge.
 - a. Delivery of Key(s) to you will incur a charge:
 - i. Delivery of your key(s) to you between 8AM & 8PM £6.00
 - ii. Delivery of your key(s) to you between 8PM & 10PM £10.00. Delivery of your key(s) to you between 10PM & 8AM £28.00
 - iii. Subject to availability
12. Playgroup: Dogs must be socialised & friendly. Services provided Monday thru Friday. Morning sessions will take place between the approximate hours of 9-11am. Afternoon sessions will take place between the approximate hours of 1 and 3pm. Dogs will be returned clean & as dry as possible. Treats will be provided; thus, any allergies should be relayed to The Dawg Nanny.
13. FREE Consultation: Services include an initial consultation for me to meet you and your dog which may include a walk or a short visit.
14. The Dawg Nanny Holiday Dates: We will advise our holidays in advance to allow plenty time to plan ahead. There will be no services for 2 weeks over the Christmas and New Year holidays. Specific dates will be communicated well in advance.
15. Complaints: Please address your complaints as soon as they arise in order for them to be resolved quickly. You may write, email, call or discuss in person any complaint(s) or concern(s) you may have.
16. What We Expect from You/Your Dog(s):
 - a. Dogs to be microchipped
 - b. All dogs must be neutered (does not apply to Friday sessions)
 - c. All dogs must be free from fleas, ticks & worms
 - d. All dogs must be up-to-date with vaccination
 - e. Up to date details as and when they change (For Example: contact details, illnesses, injury, signs of aggressive or a change in behaviour)
17. What You Can Expect from Us:
 - a. Safe & Reliable Service

- b. Dogs treated as if they were our own
- c. Routine cleaning/disinfecting and treatment of our van, toys, and water bowls.
- d. Canine First Aid Trained
- e. Pet First Aid Kit

18. Personal Information: Your personal information will not be disclosed or shared to anyone outside The Dawg Nanny unless legally obliged to do so. Please advise if you do not wish for pictures of your dog used in any The Dawg Nanny promotional material, website or social media. Privacy Notice attached at the end of this document.
19. Marketing: We would like to contact you to update you with new services or updated services. We would like to contact you to offer you products we have for sale. We would like to contact you with any offers we may have. Please select your marketing preference when completing your Registration Form & should you wish to change this at any time please notify.
20. General: Any damaged will be charged to owner(s). We reserve the right to refuse service at any time. To the best of their knowledge, owner(s) must declare if their dog is likely to cause harm or injury to themselves, staff, dogs, animal's or members of the public. We shall not be liable for any failure to provide the service due to acts beyond our control, including but not limited to, Acts of God, extreme weather conditions, accidents or illness. You will be entitled to a full refund of any pre-payments made in these circumstances. We will not make any contribution towards the cost of making alternative arrangements with another provider. Cancellation is always the last resort & will be in very rare or extreme circumstances. You are responsible and liable for any harm or injury caused by your dog to any person or animal whilst in our care. You should ensure that you hold appropriate insurance to protect you in the case of any liabilities arising. You accept full responsibility for the actions of your dog and you shall indemnify us against any claim, loss, damage, cost, expense, legal fees, demand or proceedings however incurred or brought in respect of any damage or injury caused by your dog. You shall not in any way attempt to hold us or any representatives at fault should your dog cause damage or injury.
- We cannot accept any dog that has been the subject of any Control order, breeches and/or prosecution, particularly under the Animal Welfare Act 2006, The Dangerous Dogs Act 1991, the Dangerous Dogs (Amendment) Act 1997, the Dogs Act 1871 or any applicable Laws. You must disclose any information about your dog that relates to these or any similar offences prior to the booking and advise immediately should your dog become subject to any order, breaches or prosecutions after your booking has been accepted. Should your dog show consistent signs of aggressive behaviour, we will inform the owner and this may result in cessation of the service for your dog(s).



PRIVACY NOTICE

The Data Controller of the information being collected is ;

The Dawg Nanny at The Mill, Mill of Lumphart, Inverurie, Oldmeldrum, AB51 0EA

Email: thedawgnanny@gmail.com

Your information is being collected to use for the following purposes:

- To provide you with our service
- To ensure that the information held is current and correct

The data subject has given explicit consent to the processing of data to provide our services.

Your Personal Information will not be shared or transferred.

The retention period for the data is three (3) years after your last use of our service. After this point records are confidentially destroyed.

Please note that you have the following rights:

- to withdraw consent at any time, where the Legal Basis specified above is Consent;
- to request access to your personal data
- to request rectification or erasure of your personal data, as so far as the legislation permits.

By signing the Registration form accompanying this Privacy Notice, you provide your consent and also confirm that you have been provided:

- why your information is being collected;
- the purposes for your information being collected;
- full information about the intended processing;
- details of any sharing of your information;
- the applicable retention period;
- details of your rights.

And you have the right to withdraw this consent at any time by contacting:

thedawgnanny@gmail.com