



DOG WALKING AND DAYCARE TERMS AND CONDITIONS

Conditions of Contract

In these Terms and Conditions:

- “Company” refers to ALM Pet Services Ltd.
- “Client” refers to the individual or organisation entering into a contract with the Company.
- “Contract” refers to the legal agreement between the Company and the Client for the supply of services as outlined herein.
- “Booking” refers to a confirmed request for services, along with the Client’s acceptance of these Terms and Conditions.

1. Making a Booking

- 1.1 Bookings may be made via social media, email, telephone, online, or by post.
- 1.2 A Booking is confirmed once the Company issues written confirmation and receives the relevant deposit or payment, at which point the Contract comes into effect ("Date of Commencement").
- 1.3 By booking a service, the Client agrees to comply with all conditions herein.
- 1.4 These terms override any others the Client may propose, including those implied by trade, custom, or practice.

2. Payments

- 2.1 All payments must be made in advance of service delivery. No walks or daycare sessions will be provided unless payment has been received.
- 2.2 The Company accepts ad hoc bookings where availability allows. However, to secure a regular space with a specific walker or on a particular day, the Client must commit to monthly recurring bookings, paid in advance.
- 2.3 Regular monthly bookings are prioritised over ad hoc or last-minute requests. Ad hoc bookings do not guarantee availability.
- 2.4 The Company will issue invoices for regular bookings on a monthly basis. These must be paid by the due date to avoid disruption to service.
- 2.5 Late or non-payment may result in cancellation of services and loss of the Client’s allocated space.
- 2.6 If the Client misses a scheduled service and has not provided sufficient notice (minimum 24 hours), the session will be charged in full and not credited or refunded.
- 2.7 Refunds are only issued if the Company cannot fulfil the booking and no suitable alternative is available.

3. Service Disruption and Credits

- 3.1 If a walk or daycare session cannot go ahead due to a Company-side emergency (e.g. vehicle breakdown or personal emergency) and no suitable alternative carer is available, a credit will be issued for use within the same calendar month, as agreed with the Client.
- 3.2 In cases where a regular walker is on annual leave, the Client will be offered a choice of:
 - (a) Moving the booking to an alternative date, or
 - (b) Using an alternative walker familiar with the dog.If the Client declines both options, the booking will be forfeited without refund or credit.



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4. Weather Policy

4.1 The safety and wellbeing of dogs is our top priority. In extreme weather, we may modify walks (e.g. reduced duration, shaded routes, smaller groups).

4.2 Cancellations initiated by the Client due to weather preference (e.g. rain or heat) are not refundable or transferable to another month.

4.3 We may offer flexibility within the same month where feasible, depending on availability and admin impact.

4.4 During hot weather, the Company may offer a drop-in service as an alternative. This includes a 30-minute visit to provide a toilet break, fresh water, and check-in.

4.5 If the Client declines all reasonable alternatives, no refund or credit will be issued.

5. Special Requirements

5.1 Clients must notify the Company of any behavioural or medical needs in advance (e.g. reactivity, on-lead requirements, medication).

5.2 The Company will assess whether it can safely accommodate these requirements.

6. Behaviour, Safety, and Welfare

6.1 If a dog behaves aggressively or unpredictably, the Company reserves the right to refuse or terminate services.

6.2 The Client is responsible for any costs arising from their dog causing injury to other animals, people, or property.

6.3 Dogs must be sociable with other dogs and people to participate in group walks unless pre-approved for solo care.

6.4 Dogs must be up to date with vaccinations, worming, and flea treatments.

6.5 If a Client states that their dog is suitable for group walks and sociable with other dogs, but our team observes behaviour that suggests otherwise, we will place the dog on a short trial and training period. During this time, we will attempt to integrate the dog safely into a group setting. If, after reasonable efforts, we determine that group walking is not in the best interest of the dog or the group, the Client will be informed, and the dog will be moved to solo walks under our care.

7. Photography, Filming, and Social Media

7.1 The Company may photograph or film dogs during services for promotional purposes, unless the Client explicitly opts out in writing.

8. Professional Conduct and Staff Relations

8.1 It is a breach of contract for any current or former staff member of ALM Pet Services Ltd to offer pet care services independently to clients of the Company.

8.2 Clients must not solicit or employ Company staff directly for services outside of ALM Pet Services.

8.3 If you require a referral to another trusted professional, the Company is happy to recommend vetted, welfare-conscious carers from the local network.



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9. Cancellations and No-Shows

9.1 The Client may cancel or reschedule a booking with a minimum of 24 hours' notice.

9.2 Cancellations with less than 24 hours' notice are non-refundable.

9.3 No-shows will be treated as cancellations without notice and will not be refunded or credited.

9.4 If the Company cancels a service without a suitable alternative, a credit will be issued for use within the same calendar month.

10. Data Protection

10.1 ALM Pet Services Ltd is both Data Controller and Processor.

10.2 Personal data is used only for the purposes of service delivery.

10.3 Data will never be shared with third parties without consent, unless required to deliver services (e.g. emergency veterinary care).

10.4 Clients may request access to, or deletion of, their data by emailing: alm.group.petcare@gmail.com with the subject line "Data Protection".

11. Insurance

11.1 Clients are responsible for insuring their pet.

11.2 The Company holds public liability and business insurance, covering its own negligence and failure to follow Client instructions that result in injury or harm.

12. Force Majeure

12.1 The Company shall not be liable for delays or cancellations caused by events outside its reasonable control, including but not limited to: adverse weather, illness, emergencies, or acts of God.

13. Admission and Right of Refusal

13.1 The Company reserves the right to refuse or terminate services for any dog it deems unsuitable for group or solo care, at any time.

14. Amendments

14.1 The Company reserves the right to amend these Terms and Conditions at any time. The latest version will be available upon request or via our website.

Client Signature and Name in agreement: