



All Paws Kent Limited
Terms and Conditions

All Paws is a fully insured, canine first-aid trained family run business, we take pride in attentive, caring, personal pet care.

Pet Care You Can Rely on

1. General Service & requirements

1a. We will arrange a first meeting free of charge, to get to know you, your pet and discuss the service and your requirements in person.

1b. Your allocated walker/sitter will attend this first meeting with the view of taking on this service for you, or they will attend with the All Paws member who will carry out this service.

1c. We will always notify you of any necessary changes to this due to sickness etc, you will always be aware of who is with your pet and have direct contact details of this person and Kyra.

1d. In the event of sickness or other reasons why your regular team member is unable to attend the appointment, we will try our utmost to cover the appointment with another team member, it may not always be possible for you to meet them ahead of the appointment if this change is last minute.

1e. All Paws require owners of pets to be completely honest and transparent regarding any information provided about their pet/s. Including and not subject only to; pet medical history, pet behavioural and temperament history. If in the event we discover things have not been disclosed or details have been missed/communicated in a manner to deceive or avoid negative history, All Paws has the right to terminate all bookings with full payment. In the rare event this is inclusive of dangerous or misleading information, in the right circumstances, All Paws have the right to contact the police and local council/animal welfare institutions in regards to the situation.

1f. To safe guard our team, we will terminate any agreement with any clients who have not disclosed to All Paws any; aggression, behavioural issues,



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reactivity, past incidents or anything similar. In the event your animal has attacked or aggressively caused harm to any team member or member of the public, we will return your dog home immediately and terminate any further services with All Paws. If we feel that no responsible and correcting action, training or reasonable rectification of behaviour that may cause harm to further care providers, members of the public, or family members is taken by the owners of the animal, All Paws have the right to report the incident any information to the dog warden for action and advise or decision to contact police.

1g. When caring for your pet or undertaking any service, we will do our utmost to complete tasks for you during your time away from home, within reason. For example, drawing curtains, turning on lights, collecting parcels and post etc. However, due to unforeseen factors that may take up time during our visit and with a growing and ever busier team, this may not always be possible. Pet welfare and care will always be completed first and we will help how we can with anything else requested if possible.

We ask that all clients with intact/entire bitches advise us of any signs of their dog coming into season, in advance of a planned service.

1h. If we have collected your dog and discover signs of the dog being in season, unfortunately we will be unable to walk your dog in public and will need to return your dog, it may not be possible for us to fit in a suitable arrangement if we have not been notified ahead of time due to our busy daily schedules. This is to ensure safety and comfort of your dog as well as other dogs in the public or dogs we will be walking if in groups.

1i. In accordance to the Control of Dogs Order 1992, any dog in a public place must wear a collar with the name and address (including postcode) of the owner engraved or written on it, or engraved on a tag. Your telephone number is optional (but we would recommend this). You do not have to put your dog's name on the tag, this is optional- we would advise NOT putting the dog's name



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on the tag as any stranger will then be able to confirm the name of your dog. Recommended ID tag details can be found on our FAQs.

All Paws requires all pets to have a collar or harness with a tag with the above details, when they are in the care of All Paws, if dogs are found to be without one or cannot be provided at the time of the service booked, All Paws will be unable to provide the agreed service and will have to cancel. Please ensure this is always on your dog's collar and harness as we do not want to cancel on arrival! And we may not have availability to provide drop in alternatives at short notice. You can be fined up to £5,000 if your dog does not wear an identification tag, All Paws will not be responsible for this and the owner will be liable.

1j. As of 2024, it is a legal requirement in England and Wales for all cats and dogs to be microchipped. In accordance to this, All Paws requires all pets under its care to have an up to date microchip with the current name, address and phone number of owners. Failure to do so can also result in owners being fined.

2. Adverse Weather

In the event of adverse weather, we will try to contact all clients with as much advance notice as possible, however with the English weather as this is not always possible, we adhere to the below;

2a. Sunny Day Safe Walks

*Dependant on breed, if your dog is comfortable and if temperature is below 24 degrees. *

2aa. We will avoid ball play/frisbee/fetch

2ab. We will bring water on all walks to keep pooches hydrated (we do this anyway!)

2ac. We will walk in shady/woody areas and try to venture to streams and areas with water when possible.



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2ad. If we find pooches are struggling in the heat, you have an at risk breed such as pugs, elderly dogs, young puppies and large/heavy coat dogs, we will contact you regarding cutting walks shorter and/or garden play instead.

2b. Safety In Very Hot Weather

* When/if temperatures reach above 25 degrees*

2ba. Walks will be offered on a case by case basis, this is not always available, we will not risk the safety of your dogs from heat stroke or potentially fatal complications of walking in hot weather, so please trust us when we say we are doing this for your dog's best interest. As the saying goes, no dog has died from not having a walk!

2bb. We will offer garden/home visits instead, letting your dog out to the toilet, playing in shade in the garden or in the house if the garden is too hot.

2bc. We will keep you updated on how your dog is doing in hot weather.

2c. How To Help

2ca. For the summer period it would be great if clients could provide any of the below to help with keeping your pooches and cat's cool.

- Paddling pools in gardens
- Create shady garden spots under gazebos/ umbrellas
- Provide cool vests/bandanas (please read manufacturer info on how to use these properly before using as they do need re-wetting on very hot days so dogs cannot just be left in them all day without doing this).
- Cooling/ freezable toys
- Cool mats
- Drawing the curtains in sunnier places of the house where pets are, or leaving pet in the coolest parts of the house.
- Frozen Kong treats for when you are out
- Regular grooming and brushing (the team are happy to brush pets in garden during garden visits!)

Please Note



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2cb. During hot weather spells, it may be required that walks are earlier or later than your usual schedule to ensure we get to all of our clients/pets safely.

2cc. It may not be possible for lunchtime group walks in hot weather, so we may need to change from walks to garden play depending on the temperature, these visits will last 30 minutes to enable us to reach all dogs.

2cd. We will give as much notice as possible and communicate with you frequently with updates/to discuss plans, please contact us if you are concerned.

2ce. If, during this time you are home and able/willing to cancel your regular visit from the team to alleviate the pressure, please contact Kyra we are very grateful for your continued support and flexibility. We will need to prioritise timings for those pets that will not have anyone home with them.

3. RAIN, SNOW & WIND

3a. In the event of high levels of rain causing flooding for example, the team are unable to reach you, it may not be safe to walk, or it may result in the pets being stranded with the team, it may not be possible for us to carry out the planned services. We will communicate to you as far in advance as possible if this is the case, if you have concerns or aware of any flooding risks in your area to let the team know ASAP.

3b. In the event of high winds, it may not be possible for the team to reach you due to fallen trees and blocked roads, it may not be safe to walk and the safety of your dog is in question due to high levels of wind effecting dogs hearing causing them to be frightened, disoriented and/or a flight risk. We will communicate to you as far in advance as possible if this is the case, if you have concerns or aware of any blocked roads, areas of risk with a history of fallen trees, concerns for your dog or any other risks in your area to let the team know ASAP.



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3c. In the event of snow and ice, it may not be possible for the team to reach you or walk your dog (groups in particular) due to dangerous road and/or path conditions. It may be possible to reach you but garden visits only due to poor safety conditions for walking. We will communicate to you as far in advance as possible if this is the case, if you have concerns or aware of any ice and snow effected areas, or of any history of gritters not being able to reach your home or roads to your home. with a history of fallen trees, concerns for your dog or any other risks in your area to let the team know ASAP.

3ca. How To Help

For the winter periods it would be great if clients could provide any of the below to help with keeping your pooches and cats comfortable and warm.

- Extra blankets for elderly and young pets or pets that feel the cold more.
- Dog coats and booties (if required) for walking
- Towels for drying off rainy day walking
- High-vis collars, leads, coats for shorter days or low visibility days.

Please Note:

We keep an eye on the weather reports regular and try as much as we can to make any decision changes as far in advance as we can, however we do ask that clients also take responsibility to do the same and to help pre-plan arrangements by communicating with the team for their pets in the event of adverse weather conditions, or if you have concerns about your dog's welfare too.

4. Forms & Disclosed Information

4a. We ask that all clients are honest within their forms provided and a new client form is completed ahead of services taking place.

4b. We have the right to refuse any pets with behavioural problems, who show to be aggressive or reactive, and have the right to terminate the contract of



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service with any client where we feel that they may be a threat or if there has been any incident to themselves, team members, other dogs or the public.

4c. To safe guard our team, we will terminate any agreement with any clients who have not disclosed to All Paws any; aggression, behavioural issues, reactivity, past incidents or anything similar. In the event your animal has attacked or aggressively caused harm to any team member or member of the public, we will return your dog home immediately and terminate any further services with All Paws. If we feel that no responsible and correcting action, training or reasonable rectification of behaviour that may cause harm to further care providers, members of the public, or family members is taken by the owners of the animal, All Paws have the right to report the incident any information to the dog warden for action and advise or decision to contact police.

4d. We are unable to take on any animals that have previously caused harm or have been terminated by another animal care provider due to shown aggression or reactivity towards humans where a member of the public or team may feel threatened.

4e. All Paws reserve the right to terminate services with any client for any reason with reasonable notice (2 weeks), or immediately in the event of any aggression, uncontrolled behaviour and refusal to seek advice from a trainer or behaviourist, or refusal to provide equipment such as a walking aids (e.g.: head Halti to stop pulling), muzzles (if dog is reactive and we feel this is necessary) on request of All Paws to ensure a safe environment for dog, walker and public.

4f. Overnight Sitting Bookings



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For the team's safety and security, continuity and stability for your pet's care and insurance purposes, please leave your home respectfully and in the way you would like to stay at someone else's home.

Please note, in addition to the generic terms and conditions, the below conditions will apply for sitting as below:

4fa. All Paws cannot provide sitting services in a house any other person will be staying within/occupying at any time overnight or during the day (exceptions for gardeners, cleaners etc please notify us if when they will be onsite).

4fb. All Paws cannot provide sitting services in a house undergoing any large works, remodelling, building, decorating which would mean other persons would be onsite during

4fc. All Paws cannot provide sitting services for pregnant animals or animals that have been given end of life diagnosis

4fd. All Paws cannot provide sitting services for pets or in house with flea infestations or contagious illness, such as worms, parvo, kennel cough and similar.

4fe. Client houses must be at a basic clean living standard, free from excessive dirt, dust, debris, infestations for overnight sitting services to be available.

4ff. All Paws sitters must be provided adequate facilities, such as access to working bathroom/shower room, kitchen, living room and have adequate facilities to stay (spare bedroom or clean sheets and bedding in bedroom - not a sofa) and be able to be contactable with either good phone signal or WIFI

4fg. Any cameras must be mentioned when *inside* the house and disabled whilst pet sitters are staying for privacy and safety reasons, the sitters will provide many photos and videos of your pets care daily.

4e. All Paws reserve the right to terminate services with any client should any of the above terms not be met.

5. Veterinary Consent



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5a. By using All Paws, you confirm you give permission for us to take your pet to the vet in an emergency, in the event that we cannot get hold of you or your emergency contact.

Please note:

In the event of injury or accident to your pet during our care, we will contact you (or if you are not contactable your emergency contact) to confirm we will be taking your pet to your provided vet for treatment. In life threatening/urgent cases we may not have time to contact you for approval and pets will be taken directly to the closest vet, with you updated asap. We ask all of our clients have valid and up to date pet insurance applicable to their pet, all treatment and care provided by the vets is payable by the client/pet owner initially, than should you wish to contact All Paws regarding insurance claims via our insurance, please contact allpawskent@gmail.com, with full receipts and breakdown of treatment from your veterinary practise, we will then pass on to our insurance company to process a claim enquiry.

6. Communication

6a. We ask all communication is through the group chat or to Kyra directly. We ask that clients do not contact team members directly regarding requests, in order to keep track of any requests and ensure no confusion or miscommunication.

6b. This form acts as a contract, in completing this contract you agree that you will not contact All Paws team members directly for private business outside of All Paws.

6c. We may not always be able to cover appointments and will let you know with as much notice as possible if this is the case.

6d. We will communicate all details between client and team members via our group chat, or via Kyra directly.



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6e. Please ensure any changes, additional bookings and important information is sent to the group chat only or Kyra directly, to avoid any misunderstandings please do not message team members directly unless it is Kyra, please only communicate changes or enquiries via group chats or Kyra directly.

Please note: Whilst we understand our pets mean the world to us and this can mean we can be emotional regarding our pets in stressful situations such as emergencies or last minute request. All Paws reserve the right to terminate services effective immediately if communication becomes disrespectful or offensive to any member of staff. We love and respect all pets and clients like family and ask to be treated with a level of respect.

7. Access

7a. Keys or key codes will be shared only with Kyra and the allocated team member/s who will attend the meet and greet and provide the service. Keys will be kept in a coded safe with only team members that have the code. Or if you would like the keys returned after the service, please advise us of this.

7b. In the event where you have multiple walkers, please ensure a copy of the key is available to each team member as they are not always able to share due to working hours and locations.

7c. All who provide services on behalf of All Paws are insured with Pet Plan. Please contact us should you wish to have more details of this.

7d. All Paws will provide a tag with the pet's name ONLY attached to the key; no address or owner details will be displayed on the key. All keys when not in use are kept in a locked key safe at an All Paws property.

7e. In the event we are unable to gain access to your property to collect or drop off your dog due to client plans changing (for example) without notifying the team and the team agreeing to the changes prior, your service timings may be altered to reflect loss of time and a charge may be incurred.



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7f. Whilst we try our hardest to be flexible, most of the team are often booked back to back throughout the day and will need to get to their next appointment in a timely fashion.

8. Payment and cancellations

8a. Where we try to be flexible when we can, however due to increased demand we do ask that cancellations for weekly services are made more than at least 48 hours in advance, less than 48 hours we will require 100% charge for the service.

8b. For overnight sitting, holiday sitting and more than 2 consecutive drop ins/care visits whilst owners are away, we require full payment the Friday before your departure. Cancellations for overnight and holiday sitting made less than 4 weeks in advance we would require 100% payment. A 25% deposit is required upon booking for overnight and holiday sitting services.

8c. We send the invoice via email for weekly services at the end of each week on a Monday, we ask that payment is made by the Friday of the same week.

8d. For sitting and drop in services we ask the invoice is settled before the start of the service. All payment deadlines will be supplied on your invoice.

8e. In the event of frequent late payments, a late payment fee of £5.50 will be incurred to the late invoice, with an additional 50p for each further day that the invoice is unpaid.

9. Updates

9a. We will text on our arrival and departure of the first visit, supplying photos should you wish, then posting all future visits by photographs taken, on our social media which you are very welcome to follow. **9b.** The team will provide regular updates of behaviour, anything to note from walks and/or behaviour.



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Please note:

It is not always possible for us to send photos of every walk as the team are quite busy, however will happily provide on request.

10. GDPR & Data

10a. By confirming your booking with All Paws you agree with these terms and conditions.

10b. All Paws will ask for consent to post images of your pet/s on social media, by agreeing to this you also agree all photos are property of All Paws and can be used for marketing and advertising purposes.

10c. All Paws securely saves client information via your client forms, all information on this form provided by the client is accessed by Kyra and the relevant team member/s when caring for your pet to ensure proper care and preparations. All files are the property of All Paws and deleted 3 years after a client is no longer using All Paws services.

10d. It is the client's responsibility to update any information relevant to All Paws including address an, contact details and pet details/changes.

11. Updated Terms & Conditions

11a. All Paws reserves to right to update its terms and conditions when required.

If you have any questions at any time regarding All Paws services, please do not hesitate to contact us.