

Terms and Conditions

Updated: 07th April 2019

These Terms And Conditions may be changed from time to time, so you should review them whilst using On The Ball Walkies’ (OTBW) services.  You should also print a copy for your reference.

All pets are subject to an initial assessment by OTBW before using any OTBW services.  This will involve getting to know you and your pet and a few photos for their file.  OTBW reserves the right to refuse admission to any pet deemed in their absolute discretion to be, or have potential to be, dangerous or disruptive.

The Client agrees to pay a reasonable charge set by OTBW beforehand should OTBW be required to collect and/or drop off any keys outside the meet and greet date and time.

The Client agrees to notify OTBW immediately of any unwelcome, aggressive or dangerous behaviour of their pet that has potential to cause harm to any person, livestock or any other animal.

The Client is responsible for any and all harm or damage caused by their pet whilst under the care of OTBW and agrees to compensate OTBW in full against any liability arising from such harm or damage.

The Client agrees to ensure that their dog has not eaten in the hour before pick up by OTBW to ensure sufficient time to digest food before any exercise or play.  Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).

OTBW offers services where dogs may co-mingle in groups at times and the Client accepts that during the course of normal dog play their dog may sustain injuries.  I always carefully monitor all dog play to avoid injuries, but scratches, punctures, torn ligaments or other injuries may occur despite the best supervision.

Should OTBW seek treatment for any injuries or illnesses to a pet whilst under their care, the Client is responsible for the full cost together with any associated costs e.g. call-out charges.  The Client authorises OTBW to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client’s usual/preferred vet, but this cannot always be guaranteed e.g. in an emergency and the Client agrees to pay all such costs immediately.

OTBW reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations including Bordetella, or the vaccinations are found to be expired or otherwise incomplete.

The Client agrees to take any necessary measures to ensure their pet is continuously free of contagious, infectious, or otherwise communicable diseases or conditions.  The Client further agrees to notify OTBW immediately of any contagious, infectious or otherwise communicable diseases or conditions their pet has been exposed to or is affected by.

The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough), there is a chance their dog can still contract Kennel Cough if in a group situation.  The Client agrees that they will not hold OTBW responsible if their dog contracts Kennel Cough.

The Client understands that if they would like to cancel a service booked they can do this within 15 days of booking (inclusive of the day the service was booked) for a refund or without being charged.  The Client further understands that unless OTBW can refill your cancelled bookings made after 15 days of booking these cancellations may be non refundable or chargeable.

The Client agrees to provide keys or [arrange access](https://www.ontheballwalkies.com/product-category/for-humans/security/) to their pet for the agreed appointment; failure to do so will result in a cancellation for that days service and will be paid in full by the Client.

The Client agrees to provide all [supplies](https://www.ontheballwalkies.com/pet-shop/) necessary for their pet to be adequately cared for in their absence.  Should their pet require any additional supplies whilst in the care of OTBW, the client agrees to repay OTBW in full and immediately for any purchases made for such supplies.  These include but are not limited to; pet food, litter, cleaning supplies, transportation, unexpected visits and emergency expenses for health care.

The Client agrees that OTBW is not responsible for any lost, stolen or damaged collars, tags, leads, clothing or any other item left with their pet.

The Client consents to their pet being photographed, videotaped and/or used in any media or advertising by OTBW.  All such media remain the property of OTBW.

stacey@ontheballwalkies.com  
07540 869795