



TERMS AND CONDITIONS

1. Payments are accepted by cash, bank transfer or *Revolut*.
2. Bookings are not confirmed until after a *Meet & Greet* has taken place and a booking deposit paid.
3. Payment terms as follows:
 - 3.1 House / dog sits**
 - 50% deposit payable at time of booking;
 - Balance due in full by no later than 24 hrs before the sit ends.
 - 3.2 Dog walking and drop-in visits**
 - 50% deposit payable at time of booking;
 - Balance payable in full in advance of providing the service(s) either on the day or at any prior time.
 - 3.3 A surcharge of 30% applies to all services provided on all Irish bank and public holidays.
4. Cancellation policy
 - 4.1 House / dog sits**

• Up to 2 weeks prior to start date	Full deposit refund
• Within 5-14 days of start date	75% deposit refund
• Within 2-5 days of start date	50% deposit refund
• Within 24-48 hrs of start date/time	20% deposit refund
• Within 0-24 hrs of start date/time	No refund
 - 4.2 Dog walking and drop-in visits**

• Up to 24 hours prior to start date/time	Full deposit refund
• Between 0-24 hrs prior to start date/time	No refund
5. In the event of a house/dog sitting booking being reduced in duration, balance due at the end of the 'sit' will be calculated in line with above cancellation policy.
6. If **Dee For Dog** arrive to provide house/dog sitting or dog walking services and the dog(s) is/are not available, payment in full will apply.

7. Client must provide **Dee For Dog** with an additional contact name and number for someone capable/authorised to make decisions relating to their pets in the unlikely event of an emergency and the client is not contactable. If the additional contact is not available, **Dee For Dog** reserves the right to consult with a vet (client's own insofar as possible) and then make decisions that are in the best interests of the pet.
8. **Dee For Dog** requires client assurance that all pets are fully vaccinated, microchipped and regularly de-fleaed and wormed.
9. **Dee For Dog** should be advised by clients at the *Meet & Greet* of any behavioural problems and/or medical conditions their dogs have prior to service starting. Failure to do so may result in cancellation of any future bookings.
10. Whilst **Dee For Dog** is fully insured, the client is also recommended to have their own house and pet insurance.
11. All pet food, treats and litter (if applicable) must be supplied by the client, with instructions for exact feeding requirements.
12. Unless otherwise approved by client, only food and treats provided by the client will be given to pets.
13. In the event **Dee For Dog** is required to purchase any additional food, litter or other consumables during a sit or visit, time (if applicable) and/or purchases will be notified to client for reimbursement.
14. Where **Dee For Dog** is required to give medication to a client's pet, detailed written instructions and/or demonstrations are required and must be agreed before the service commences.
15. Dogs will be walked on leads at all times. Location of leads, harnesses and towels should be advised to **Dee For Dog** in advance.
16. Arrival and departure times may occasionally vary due to circumstances beyond **Dee For Dog's** control, eg. traffic conditions, breakdown, weather conditions, sick animals, etc. Whilst I will always endeavour to adhere to time expectations, a degree of flexibility is appreciated and client will be advised at the earliest opportunity of any unforeseen delay.
17. All precautions will be put in place to ensure the safety of every client's home, however, **Dee For Dog** cannot be held responsible for any burglary or accidents caused outside of its remit.
18. During live-in pet sitting, it is generally accepted that pets may be left alone for reasonable periods. In line with industry standards, this would not exceed 4-6 hours and **Dee For Dog** will adhere to each individual client's completed Client Questionnaire. Pets will always be exercised and had a toilet break prior to being left alone. Live-in pet sitting requiring minimal or no time alone will be treated as a *constant care booking* which carries a €20 daily surcharge to reflect the additional time commitment and restrictions.
19. Where the client or other persons such as relatives, friends, contractors, etc. will be at or in the property at the time of **Dee For Dog** arriving for a sit or visit, client should inform **Dee For Dog** of their presence in advance. Similarly, if there is the possibility of any other key holders entering the property during a sit or visit, **Dee For Dog** should be notified in advance.

20. **Dee For Dog** always picks up dog foul after the dog(s) being walked. Clients are reminded to ensure that there are sufficient poo bags made available for use.
21. Clients are sent daily text updates during house/dog sitting bookings and after or during each visit for drop-in bookings. Clients are reminded that mobile network or coverage issues for sender or receiver can sometimes result in delayed delivery of these text updates.
22. Without prior consultation and permission from **Dee For Dog**, clients are not permitted to record footage by security camera, phone, drone or any other monitoring devices to track or observe **Dee For Dog**. Doing so without permission will be deemed a breach of the personal data privacy of the individual. Posting images of **Dee For Dog** on social media is also not permitted without permission.
23. **Dee For Dog** will request client permission before using photos/videos of their pet(s) for social media and/or marketing purposes. Such permission can be revoked by client at any time.
24. By engaging the services of **Dee For Dog** you are agreeing to abide by all of the above Terms and Conditions.

