

Bubbles & Cuddles Limited - Terms and Conditions

1. These Terms

1.1 What these terms cover – These are the terms and conditions on which Bubbles & Cuddles will supply services to you and your dog(s).

1.2 Why you should read them – Please read these terms carefully before using Bubbles & Cuddles services. These terms outline how we will provide the services, how to address issues, and other important information.

1.3 Acceptance of these terms – By a) enrolling a dog with or b) permitting a dog to attend or c) accepting services from Bubbles & Cuddles Limited and its staff, you are deemed to have accepted these Terms and Conditions.

2. Contact

2.1 How to contact us – You can contact Bubbles & Cuddles by phone at 07479403564 or email at bubblesandcuddleslondon@gmail.com.

2.2 How we may contact you – We may contact you by phone or email using the details you provided. Please update us if any of your details change.

3. Getting Started

3.1 Initial Consultation – Bubbles & Cuddles services are subject to an initial consultation, which is free of charge. This helps us ensure our services are suitable for your dog(s). During the consultation, you will confirm your dog(s) is in good health and has not exhibited aggressive or harmful behavior toward others.

3.2 Refusal of Dogs – Bubbles & Cuddles reserves the right to refuse admission to any dog deemed dangerous or disruptive, including but not limited to unneutered dogs over the age of one, dogs requiring special handling (e.g., muzzles), or dogs in heat. We also require proof of up-to-date vaccinations.

4. Your Responsibilities

4.1 What we require from you – To ensure a safe environment for all dogs, you must ensure your dog:

4.1.1 Is microchipped and wearing an ID tag.

4.1.2 Is free from contagious diseases (e.g., Distemper, Parvovirus, Kennel Cough, etc.) and has not eaten an hour before pick-up.

4.1.3 Has not been exposed to contagious diseases or parasites.

5. How Services Will Be Performed

5.1 When services are provided – Services will be provided on dates and times agreed upon with you.

5.2 Changes to services – In extreme weather, walks may be shorter to ensure the dogs' comfort.

5.3 Suspension or cessation of services – Services may be suspended or terminated under the following circumstances:

If we cannot access your property or if payment is overdue.

If your dog exhibits aggressive or disruptive behavior.

If your dog is unfit for our services (e.g., in heat or pregnant).

6. Problems with Services

6.1 Reporting problems – If you have any questions or complaints, please contact us directly.

7. Price and Payment

7.1 Pricing – The price for services will be as outlined in our price list unless otherwise agreed in writing.

7.2 Payment terms – Payment is due within 7 days of the invoice date. Overdue payments will incur interest at 8% per annum.

7.3 Unpaid invoices – In the event of contract termination, you must pay all outstanding invoices immediately.

7.4 Invoice disputes – If you believe an invoice is incorrect, please contact us promptly.

8. Cancelling

8.1 Cancellation charges – The following cancellation charges apply:

Daycare/Dog Walking:

- 1-3 days' notice: Full payment required.
- 4-7 days' notice: Half payment required.
- 7+ days' notice: No charge.

Overnight Pet Sitting/Dog Grooming:

- 1-7 days' notice: Full payment required.

- 8-14 days' notice: Deposit retained.
- 14+ days' notice: No charge, deposit refunded.

8.2 Ongoing services – To terminate ongoing services, a minimum of one month's notice is required. Failure to provide notice will result in full payment for the month.

9. Liability and Emergencies

9.1 Damage caused by your dog – You are responsible for any damage caused by your dog, including medical expenses and liability for injuries to staff or third parties.

9.2 Loss of property – Bubbles & Cuddles is not responsible for loss or damage to property left with your dog.

9.3 Dog injuries – While all dog play is supervised, injuries may still occur. You accept that scratches, punctures, or other injuries may happen.

9.4 Veterinary treatment – In the event of an emergency, you authorize Bubbles & Cuddles to seek veterinary care for your dog. You are responsible for all associated costs.

9.5 Illness – Bubbles & Cuddles is not liable if your dog contracts Kennel Cough despite vaccination.

9.6 Pet taxi – Bubbles & Cuddles is not liable for injury or death to your dog in the event of a transport-related accident.

10. Insurance

10.1 Insurance coverage – Bubbles & Cuddles has public liability insurance, covering animals in our care. However, we are not responsible for injury or fatality while in our care.

11. Use of Personal Information

11.1 Privacy – Your personal information will be used in accordance with our Privacy Policy, available on our website.

12. Photos, Videos, and Media

12.1 Consent to media – You consent to your dog being photographed or filmed for promotional purposes. If you prefer no media of your dog be shared, please inform us.

13. Other Important Terms

13.1 Use of crates – Crates may be used for rest or in exceptional circumstances to maintain safety.

13.2 Legality of contract – If any part of this contract is deemed unlawful, the remainder will remain in effect.

13.3 Variation – Any changes to these Terms and Conditions must be agreed in writing.

13.4 Governing law – This contract is governed by English law, and legal proceedings can be initiated in the English courts.

By signing that document your acceptance of Terms and Conditions

Signed:

Name:

Date:

My dog's name:



Bubbles & Cuddles Ltd, 66 Hercies Road, UB10 9NB. London

www.bubblesandcuddleslondon.com

Document Version 1.2 March 2024



HANDY TO KNOW:

We will need:

- Your dog wearing an ID tag.
- Your dog's food and medication.
- Any special treats that your dog takes as a routine (detanlsticks)

We will provide:

- Dog toys, balls.
- Water and food bowls.
- Dog leads.
- Poo bags.
- Beds, crates, blankets
- Towels, hair brushes.

We do not recomend you to bring:

- Your dog's toys
- Bed
- Blanckets
- Lead



Bubbles & Cuddles – **OFF-LEAD WALKING PERMISSION FORM**

I confirm:

The information I have given during my consultation with Bubbles & Cuddles is true, correct and complete to the best of my knowledge.

I give Bubbles & Cuddles permission to walk my dog off its lead during any walk undertaken during my absence (unless this has otherwise been agreed in writing).

I understand the potential consequences that could occur to my dog or to other dogs if walking my dog off the lead while in the care Bubbles & Cuddles. I agree to release Bubbles & Cuddles from all liability including its members, managers, and employees if my dog become lost, injured or otherwise harmed which may result in my dog being walked off the lead.

Bubbles & Cuddles agrees to exercise all reasonable and due care to prevent injury or death to my dog off the lead - however, in the event of injury/death, except those caused by reckless acts on the part of Bubbles & Cuddles, Bubbles & Cuddles will not be held liable for such injury/death of my dog as a result of off-lead walking.

I freely and voluntarily enter into this contract of permission with Bubbles & Cuddles and fully understand the above conditions.

Signed:

Name:

Date:

My dog's name:



Bubbles & Cuddles – **MIXED DOG SITTING PERMISSION FORM**

I give Bubbles & Cuddles permission to board my dog with other dogs.

I understand that all other clients have also agreed to mixed boarding.

I can confirm that a trial period of familiarisation has taken place to ensure that there are no issues between any of the animals being cared for and on this basis. I am happy to go ahead with mixed dog sitting.

I freely and voluntarily enter into this contract of permission with Bubbles & Cuddles and fully understand the above conditions.

Signed:

Name:

Date:

My dog's name:



Bubbles & Cuddles – KEY RELEASE FORM

(if house keys are kept by Bubbles & Cuddles)

I agree to give Bubbles & Cuddles a key to my home located at

Bubbles & Cuddles will safeguard Client's key(s) in a manner consistent with that of the professional pet/home service industry, which includes tagging, coding and storing of key(s) in a manner that offers reasonable protection to Client in the event of loss or theft of key(s). Following the service period, Bubbles & Cuddles will securely retain your key(s) for safekeeping until you contact to arrange repossession of key(s).

Please choose one of the following key return options below:

1. I would like to retain my key(s) for convenience and future use. ☐
2. I would like to return my key(s) no later than 3 days upon my return. ☐

IMPORTANT: Bubbles & Cuddles will not agree to leave your house key on a counter in your home on our last visit due to possible return delays where your home and pets would be left neglected. (unless this has otherwise been agreed in writing). The safety of your home and pets are our top priority while you are away.

There is no charge to return your house key; however, Bubbles & Cuddles will only return key(s) to the Client or Client's representative (upon request), if Client is not available.

Client authorises to accept the key.

If you would like to return your house key, you will be asked to sign below confirming that your key has been returned.

Signed:

Name:

Date:

My dog's name:



Bubbles and Cuddles – **REGISTRATION FORM**

Dog's details:

- Name:
- Gender:
- Breed:
- Colour:
- DoB:
- Weight:
- Spayed/neutered:
- Form of ID dog has:
- Microchip number:

Mommy/daddy details:

- Name:
- Address:
- Mobile number:
- Email address:
- Emergency contact name and contact number:
 - I. Will be your emergency contact able to collect your dog in the event of an emergency?
 - II. In your absence, will be your emergency contact able to take medical decision?

Veterinary:

- Name:
- Address:
- Phone number:
- Do you agree that your dog may be taken to another, nearer, vet if the treatment needed is urgent?

Insurance:

- Name:
- Reference number:

Health info:

- Does your dog has any allergies?
- Booster vaccination date:
- Kennel cough vaccination date:
- Worming date:
- Flea treatment date and type:
- Any know health issues:
- Does your dog take any medication?
- Dosage and time to be provided:
- Any details on how to provide the medication:

Routines:

- What do you feed your dog?
- Meal times:
- How much food to provide:
- Does your dog always finish their meal?
- Are treats allowed?:
- Where does yut dog sleep?:

Behaviour:

- Is your dog fully house-trained?
- Is your dog crate trained (a closed door crate)?
- Is your dog trained to be left alone for a short period in extreme emergency?
- Dog's personality (shy, playful, possessive, dominant, obedient...):
- Sociable with other dogs:
- Friendly with adult people:
- Friendly with kids:
- Is your dog possessive with food/water bowls or any toys?
- Commands your dog knows:
- Is it good on recalls?
- Has your dog ever bitten or attacked any person or anial as far as you are aware?
- Is your dog frightened or stressed by thunder or loud noises?

- Has your dog ever had to wear a muzzle?

Any other information that you think is important to know: