

Extreme Weather Policy



Heat

In the provision of dog walking and pet care services, it is imperative to prioritise the safety and well-being of the animals in our care. Weather conditions play a pivotal role in ensuring optimal service delivery, and, consequently, we have implemented a stringent policy to address potential adverse weather effects.

It is crucial to avoid walking dogs in extreme heat as it poses significant risks to their well-being. Dogs are more susceptible to heat stress and overheating due to their limited ability to cool down through sweating. In warmer temperatures, dogs primarily rely on panting to regulate their body temperature.

We carefully monitor the weather to keep your dogs safe. Walks may be adapted or rescheduled once temperatures exceed 20°C, particularly for flat-faced, older, or vulnerable dogs. Walks will not take place at all when temperatures exceed 24°C, unless a safe shaded route and cooling measures can be guaranteed. In such cases, walks may be replaced with garden breaks, play, and enrichment indoors.

- Where possible, walks will be rescheduled to a cooler time of day.
- If rescheduling is not possible, services will be adapted, which may include:
 - Different routes including access to shade and fresh water.
 - Home visits including: Short toilet breaks in a shaded area or garden, indoor enrichment, play, or comfort time in place of a full walk.
- Walks may be shortened, but we will ensure that pets are cared for safely and compassionately and that the full service is provided.

Snow & Ice

Adverse weather conditions, such as snow and ice, can pose challenges for our dog walking services, impacting our ability to reach each client safely and punctually. We kindly request your understanding that, in the event of inclement weather, delays may occur, necessitating adjustments to the duration of walks to accommodate all clients. Our commitment to the safety of both our clients and our team remains paramount, and we appreciate your cooperation and understanding in instances where weather conditions may impact the regularity and length of scheduled walk.

- Severe snow or icy conditions may delay our ability to reach your property or may reduce the walking time to allow safe travel between clients.
- If we cannot safely reach you, services may be cancelled or adapted at short notice.
- Any adjustments made will be reflected in your future invoice or carried forward to following appointments.

Storms

Recognizing the individual preferences and sensitivities of dogs, we acknowledge that adverse weather, particularly wind and rain, may deter some pets from participating in walks. It is our priority to ensure the well-being and comfort of each pet under our care.

- If your dog is unwilling to walk in heavy rain or strong winds, we will provide a toilet break and then remain with them indoors, offering comfort and enrichment for the booked duration.

Liability, Cancellations, and Refunds

- In all cases of adverse weather, we will make every reasonable effort to provide services in some form — whether by rescheduling, shortening, or adapting them.
- Refunds will only be provided if Leash & Lounge Pet Care determines that it is not possible to deliver any form of service.
- If services are cancelled or adjusted at short notice due to weather, the value of the missed time will be applied as a credit on your next invoice or rearranged as a future appointment, rather than refunded automatically.
- These measures ensure fairness while prioritising the safety of pets and staff.

Communication

We are committed to keeping you fully informed during adverse weather. Where changes are required, we will contact you as soon as possible to explain the adjustments or confirm cancellations. Your understanding and cooperation allow us to provide safe, reliable, and compassionate care for your pets in all conditions.

By booking with Leash & Lounge Pet Care, you agree to these terms and conditions. Thank you for your cooperation and for allowing us to provide the best possible care to your pets.

Payment and Cancellation Policy



This Payment Policy outlines the terms and expectations regarding fees, payment methods, deposits, and late charges for all services provided by Leash and Lounge Petcare. By booking services with us, you agree to comply with the following payment terms.

1. Accepted Payment Methods

We accept the following secure and convenient payment options:

- Bank transfer (details will be provided on your invoice).
- Cash payments (by prior arrangement only and must be provided at the start of the service).
- Standing orders or regular scheduled transfers for recurring clients.
- No cheques or cryptocurrency payments are accepted.

All payments must be made in GBP unless otherwise agreed.

2. Payment Due Dates

To maintain smooth operations, timely payments are essential.

- Payment for one-off bookings is due in full at the time of booking or no later than 48 hours before the service begins.
- For weekly recurring services, invoices are issued in advance and are due weekly on Sundays.
- Pet sitting or overnight care bookings require payment in full at least 14 days prior to the start of the service.
- Bookings made on short notice (within 48 hours) must be paid immediately to secure the slot.
- Services may be withheld or paused if payment is not received by the due date.
- A receipt and payment confirmation will be provided and accessible via client portals.

3. Deposits & Advance Payments

Certain bookings require a deposit to confirm your reservation.

- A 50% deposit is required for wedding chaperone service, and/or overnight stays.
- The deposit amount will be applied to your final invoice.
- Your booking is not confirmed until the deposit has been received.
- Deposits can be paid via the same methods listed in Section 1.

Late Payments

We understand that delays can happen, but consistent late payments disrupt our business operations.

- Non-payment in advance of services may result in suspension or cancellation of services. In case of service provided without payment, a late payment fee of £10 may be applied to any invoice unpaid after 3 days of the due date.
- If payment is more than 7 days overdue, we reserve the right to pursue recovery action or refer the debt to a third-party collection agency.

- We will contact you once before a late fee is applied, giving you a chance to resolve the issue.
- Late fees must be cleared in full before future services are resumed. Repeated late payments may result in being removed from our client list.

5. Cancellations & Refunds

Our cancellation and refund terms are designed to balance fairness and business sustainability. We kindly request the following time scales are followed for any cancellations, including those due to holidays or sickness. This policy enables us to ensure all individuals are treated fairly.

For cancellations, please request this via your client portal if possible.

Alternatively for last minute cancellations, phone or text at [07598 973040].

Dog Walking and Pet Visits

- Cancellations require a minimum of 48 hours' notice.
- Cancellations made with less than 48 hours' notice will be charged in full.

Pet Grooming

- Cancellations require a minimum of 48 hours' notice.
- Cancellations made with less than 48 hours' notice will be charged in full.

Overnight Stays

- 14 days' notice: full refund, 7-13 days' notice: 50% refund.
- Less than 7 days' notice: full charge applies.

Wedding Chaperone Service

- 28 days' notice: full refund.
- Cancellations made with less than 28 days' notice will be charged in full..

- Bitches in Heat:
 - Walks for bitches in heat can be postponed or cancelled during this time, and no cancellation fee will be applied. We aim to ensure a safe, stress-free experience for bitches in heat and provide peace of mind to their owners.
- Holidays:
 - During peak seasonal periods (including but not limited to Christmas, New Year, Easter) we require an extended cancellation notice period due to high demand.
 - Cancellations for overnight stay and wedding chaperone bookings during these times must be made at least 28 days in advance to receive a full refund.
 - Cancellations made with less than 28 days' notice will be charged in full.

To initiate a cancellation, please request this via your client portal if possible.

Alternatively for last minute cancellations, phone or text at [07598 973040].

- If we must cancel a service due to staff illness or emergency, a full refund or credit will be provided.
- All refund decisions are at the discretion of Leash and Lounge Petcare.

6. Agreement & Acknowledgement

By booking services, you confirm that you have read, understood, and agree to the terms of this Payment Policy.

You accept responsibility for ensuring that payments are made on time and in full.

You agree to provide current contact and billing details for invoicing.

You understand that failure to follow the payment policy may result in the suspension or refusal of services.

You accept the deposit, cancellation and late fee structure outlined above.

You agree to discuss any payment issues with us promptly to avoid misunderstandings.

This policy applies to all services provided unless otherwise agreed in writing.

Liability Waiver



At Leash and Lounge Petcare , the safety and well-being of your pet is our top priority. While we take every precaution to ensure a safe and caring environment, by using our services, you acknowledge and agree to the following terms:

1. Assumption of Risk

While in our care, your pet may interact with other animals, explore outdoor environments, or experience new situations. You understand that there are inherent risks involved and accept full responsibility for any outcomes that may arise.

2. Owner Responsibility

You confirm that your pet is up to date with vaccinations, is free from contagious illness, and does not have a history of aggressive behavior unless previously disclosed. Any known behavioral concerns must be communicated in writing before services begin.

3. Injury or Illness

In the unlikely event that your pet becomes injured or ill while in our care, we will contact you or your emergency contact immediately. If urgent care is needed, we reserve the right to seek veterinary treatment at your expense.

4. Property Damage or Personal Injury

You accept full financial responsibility for any damage your pet may cause to property, other pets, or people during the duration of care, including during walks, visits, or stays.

5. Release of Liability

By leaving your pet in our care, you agree to release Leash and Lounge Petcare, its owners, and staff from all liability for injury, illness, loss, or death of your pet, except in cases of proven negligence.

6. Emergency Situations

In the case of a natural disaster, emergency, or event beyond our control, we will make every reasonable effort to protect and care for your pet but cannot guarantee outcomes. You agree not to hold us liable for events outside our control.

Client Acknowledgement

By using our services, you confirm that you have read, understood, and agreed to the terms of this Liability Waiver Policy.

Pet Behaviour Policy



At Leash and Lounge Petcare we are committed to providing a safe and positive environment for all dogs in our care. To protect the well-being of the animals, our team, and members of the public, this policy outlines how we assess and manage dogs displaying aggressive or reactive behaviour.

1. Behaviour Disclosure Requirement

All clients are required to fully disclose any past or current behavioural issues at the time of booking.

- This includes any history of aggression, reactivity, fear-based behaviours, or resource guarding.
- Owners must inform us of incidents involving lunging, snapping, biting, growling, or excessive barking.
- Even if a dog has not shown aggression recently, past behaviour must still be disclosed for risk assessment.
- Disclosure applies to behaviour toward people, other dogs, or specific triggers (e.g., bikes, loud noises).
- Withholding behavioural history may result in immediate service termination.

2. Definitions of Unacceptable Behaviour

To ensure the safety of all involved, the following behaviours are considered unacceptable during services:

- Aggressive displays including snarling, lunging, or biting directed at humans or other animals.
- Uncontrollable reactivity when exposed to triggers such as traffic, animals, or loud noises.
- Severe leash-pulling combined with unresponsiveness to handler direction.
- Destructive behaviour in a home or vehicle.
- Any behaviour that places other pets, people, or our team at risk of harm.

3. Safety Measures & Management

If we agree to care for a dog with mild behavioural challenges, we will implement specific safety protocols.

- Secure, double-clip harnesses, muzzles (if applicable), or long lines may be used.
- Walks will be carried out in quiet or low-traffic areas to reduce exposure to known triggers.
- We may reduce walk duration to accommodate emotional regulation and stress management.
- Our handlers will never use punishment-based methods, but safety will always come first.
- We reserve the right to stop a walk immediately if behaviour becomes unsafe.

4. Behaviour Changes During Care

Dogs may behave differently in new environments or with unfamiliar handlers. If concerning behaviours arise during services:

- We will document and report any incidents to the owner as soon as possible.
- Services may be paused until the behaviour can be reassessed.
- We may recommend behavioural support, training sessions, or veterinary input.
- Sudden aggression or unpredictable responses will result in temporary or permanent service suspension.
- Our team is trained to recognise signs of stress or escalation and will always act in the best interest of safety.

5. Liability & Refusal of Service

We maintain a zero-tolerance policy for knowingly aggressive or dangerous dogs placed in our care without disclosure.

- We reserve the right to refuse service to any dog that poses a safety risk.
- If a dog bites, attacks, or causes injury to a handler, another pet, or a third party, the owner accepts full liability.
- Any damage to property, vehicles, or our equipment resulting from aggression may be chargeable.
- No refunds will be issued for cancelled services due to aggression or behaviour-related suspension.
- Repeated behavioural issues or dishonesty will result in permanent removal from our client list.
- We may require owners to seek professional training support before reconsidering future bookings.

6. Agreement & Responsibility

By using our services, you acknowledge and agree to the following:

- You have disclosed all relevant behavioural information truthfully and in full.
- You understand our definition of unacceptable behaviour and safety thresholds.
- You accept that services may be adjusted, limited, or cancelled in the interest of safety.
- You agree to maintain training, socialisation, and care to support your dog's behaviour.
- You accept full responsibility for any injury or damage caused by your dog's behaviour.
- You support our use of professional discretion in managing challenging or unsafe behaviour.

Pet Health and Vaccinations



At Leash and Lounge Petcare the health and safety of all animals in our care is our highest priority. To ensure a safe environment for all clients and their pets, we require that the following health and vaccination standards are met before any services commence.

Vaccination Requirements

All dogs in our care must be fully vaccinated and up to date on the following core vaccines:

- Distemper
- Parvovirus
- Hepatitis (Adenovirus)
- Leptospirosis

We reserve the right to request proof of vaccinations and updated vaccination records at any time.

Flea, Tick & Worming Prevention

To protect all animals in our care:

- Dogs must be on a regular flea and tick prevention program.
- Dogs must be wormed routinely as recommended by your veterinarian.
- If signs of infestation are found (fleas, ticks, worms), we may refuse service or require the dog to be treated before resuming care. (Please refer to Flea, Tick, and Parasites Policy).

Illness & Contagious Conditions

For the well-being of all animals, please do not schedule unsuitable services for your dog if they show any of the following:

- Coughing, sneezing, or nasal discharge
- Vomiting or diarrhea
- Signs of contagious skin conditions (e.g., mange, ringworm)
- Unusual lethargy or signs of pain
- Any known exposure to contagious illnesses (e.g., kennel cough, parvovirus) within the last 14 days

If your pet becomes unwell while in our care, we will contact you immediately and may isolate them or seek veterinary advice depending on the severity.

Dogs in Heat

Please inform us if your dog is due to come into season so we can adjust bookings accordingly. There will be no charge for bitches in heat and last minute cancellations.

Injuries or Pre-Existing Conditions

If your dog has a pre-existing injury, medical condition, or is recovering from surgery, please notify us before booking so we can assess whether we can safely accommodate their needs.

Policy Agreement

By using our services, you confirm that:

- Your dog is fully vaccinated and parasite-free.
- You will notify us of any illness, injury, or exposure to contagious disease.
- You understand that failure to comply with this policy may result in refusal or suspension of services

6. Senior Pet Care

We welcome senior dogs and understand their unique needs. However, due to age-related health concerns, we require that any dog over the age of 10 be assessed individually. Owners must disclose any mobility issues, medications, or conditions such as arthritis or cognitive decline. For very elderly pets or those with ongoing health concerns, we may request a note from your vet confirming suitability for walks or extended care.

7. Veterinary Contact & Authorisation

All clients must provide details of their preferred veterinary practice. In the event of illness or injury, we will attempt to contact you and your vet. However, in emergency situations, we reserve the right to take your dog to the nearest available veterinary clinic. By using our services, you agree that we are authorised to seek care on your behalf and that you are financially responsible for any treatment costs incurred. (Please see Veterinary Authorisation Form).

8. Skin, Coat & Grooming Issues

We are not liable for any pre-existing skin conditions, matting, or coat issues that may worsen during walks, play, or weather exposure. Owners must inform us of any sensitivities, allergies, or grooming-related needs. If we observe unusual hair loss, rashes, or skin irritation, we may recommend pausing services and suggest a veterinary review before continuing care.

Flea, Tick, and Parasites



At Leash and Lounge Petcare we prioritise the health and safety of all pets in our care, as well as the cleanliness of the environments we operate in. Parasites such as fleas, ticks, and worms can cause serious health issues for animals and can also spread rapidly between pets and into homes. This policy outlines our requirements and procedures to minimise these risks.

Preventative Treatment Requirement

All dogs must be on a regular, vet-recommended parasite prevention program before any services can begin.

- Dogs must receive flea treatment at least once every 4–6 weeks, or as directed by a veterinarian.
- Tick prevention should be maintained especially during high-risk seasons (spring through autumn).
- Worming must be carried out routinely, typically every 3 months or according to your vet's guidance.
- Natural or over-the-counter products are accepted only if proven to be effective and used consistently.
- Preventative treatments must be administered before the start of care and maintained for the duration of the service agreement.
- Proof of flea, tick, and worming treatment (e.g., veterinary records, purchase receipts, or treatment logs) may be requested at any time.

Health & Coat Inspections

To safeguard other animals and our service spaces, we may perform basic physical checks during services.

- We may inspect a dog's coat, skin, and general appearance for signs of fleas, ticks, or other external parasites.
- Signs that may trigger concern include scratching, flea dirt, visible parasites, irritated skin, or hair loss.
- If signs of infestation are found certain services may be paused, and the client will be notified immediately.

Regular grooming and hygiene are encouraged as a proactive measure to detect and prevent infestations.

Response to Infestation

If fleas, ticks, or other parasites are discovered on a dog in our care, the following steps will be taken:

- Necessary services will be suspended until the dog is fully treated.
- Additional charges may apply for cancellation of services caused by the infestation.

Home Environment Standards (for Pet Sitting Clients)

For in-home pet sitting services, it is essential that your home is also maintained in a clean and parasite-free condition.

- Homes must be free of active flea or pest infestations before services begin.
- Any infestations or previous issues should be disclosed before booking.
- If fleas are discovered in the home, we reserve the right to terminate the service immediately.
- In such cases, no refunds will be issued for unused booking time due to environmental risk.
- In-home services may be paused until treatment has been carried out and confirmed complete.

5. Shared Responsibility & Risk Awareness

Parasite prevention is a shared responsibility between the pet owner and the care provider.

- Owners must disclose any recent or ongoing parasite issues prior to bookings.
- We take all reasonable steps to reduce cross-contamination, including sanitising equipment and using separate towels, leads, and crates where necessary.
- Dogs with open wounds or flea allergy dermatitis may require special consideration and approval from a vet.
- Pets in multi-dog households must all be treated to prevent re-infestation.
- We are not liable for parasite transmission that may occur due to undisclosed infestations or failure to maintain prevention protocols.
- It is your responsibility to ensure that prevention is applied correctly and consistently as directed.

6. Policy Agreement & Acknowledgement

By using our dog walking and/or pet sitting services, you confirm that:

- Your dog is currently treated for fleas, ticks, and worms according to veterinary recommendations.
- You understand that failure to comply with this policy may result in suspended or refused services.
- You accept financial responsibility for any treatment, cancellation, or damage caused by an infestation.
- You agree to notify us immediately if you suspect your dog has parasites or has come into contact with infested animals.
- You understand that this policy is in place to protect all animals in our care and the environments we work in.
- You consent to basic coat checks as part of our general duty of care.

Home Access Policy



To provide our service(s) it is essential that we have reliable access to your home to ensure the care and well-being of your pet(s) and home during appointments. To make sure appointments go smoothly, the following policy applies to access to your home:

1. Key or Access Information

Clients are responsible for providing a working method of access to their home, which may include:

- A key to the property.
- Keyless entry codes (e.g., door or garage codes).
- Access through a designated person (e.g., concierge or family member).

All keys or access codes will be securely stored and used only for the purposes of dog walking. Any changes to access methods (such as changing locks, codes, or contact details of the person providing access) must be communicated to Leash and Lounge at least 24 hours before the next scheduled booking.

2. Inability to Access the Property

In the event that Leash and Lounge colleague(s) are unable to access the Client's home due to reasons beyond their control (e.g., locks changed without notice, malfunctioning keyless entry systems, blocked entry, or failure of designated individuals to provide access), the following will apply:

- The scheduled booking will still be charged at the full rate.
- The member of staff will make reasonable efforts to contact the Client or any emergency contact to resolve the access issue. If access cannot be gained within 15 minutes of the scheduled booking, the appointment will be considered canceled and chargeable.

3. Client Responsibilities

It is the Client's responsibility to ensure that access to their home is available during the agreed-upon time for appointments.

4. Emergency Situations

If access cannot be gained and the member of staff believes the pet's well-being may be at risk, we may take reasonable steps to address the situation, such as contacting an emergency contact or animal services, if necessary. Any additional costs incurred as a result of such actions will be the Client's responsibility.

5. Cancellation or Rescheduling Due to Access Issues

If the Client anticipates any issues with access (e.g., temporary lockouts, renovations, or other factors), the Client must notify Leash and Lounge in line with the cancellation policy to reschedule or cancel the walk without charge. Failure to provide sufficient notice may result in the walk being chargeable.

Data Protection Policy



Leash and Lounge Petcare takes the privacy of our clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for us to inform you of the information we keep about you and your dog, how we use it, and how it is stored.

We store the following information about your dog on their consent forms and which will be locked away securely each night or if sent digitally they will be secured by password on our computer.

Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.

- Your dog's age, breed, color, gender, etc.
- If your dog has likes/dislikes during their walks
- If your dog has been nervous, excited, or aggressive during their walks
- Any medical issues that you have provided us with?
- The amount you spend on walks with us.

We will only use your personal information in the following ways:-

- to respond to any inquiries made by yourself to us
- to send appointment reminders via email and text message
- to send any special vouchers or promotions
- for market research purposes
- for record keeping purposes
- to deal with inquiries and complaints
- to contact you about your appointment, dog collection or drop off, cancellations, rescheduling, or emergencies
- To ask you for a review

It is an explicit requirement that we have a minimum of your name, address, and phone number so that we can send walk updates reminders/changes or if we urgently need to contact you when your dog is in our care.

Unfortunately, we CAN NOT accept a dog for dog walking without valid, up-to-date contact details.

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, walk updates, and appointment reminders.

No other details are held on staff mobile phones.

This information will not be available to anyone other than me and will be protected by a passcode only I have access to.

You may ask to view your details at any time.

If you would like your information destroyed please let us know and we will do so at your request.

Any non-returning customer details will be destroyed within 1 year of non-attendance on walks

We send out newsletters that you can opt out of at any time. We will ask your permission before adding you to our mailing list.

We like to take pictures of our walks to share on our socials, we will only share if you have agreed for us to do so in our consent forms. All photos taken are copyright of Leash and Lounge Petcare.