

HOW DOES IT WORK? T's&C's

- Epsom Paws is based in Epsom and covers the following locations: Epsom, Ewell, Ashted, Banstead, Tadworth. Leatherhead.
- Our core times for dog walking are Monday to Friday 10:00-16:00. We will pick up your dog from your home, take him/her for their walk and then drop them back.
- Cat feeding and puppy visits times vary depending on availability and the needs of the owners.
- Before you become a client, we will arrange to meet you and your dog, to familiarise and get to know each other then agree on the best way forward.
- Once we have made walking arrangements, you may want to provide a key for your home or ask a neighbour to let us in to collect your dog.
- We are only able to walk or care for your pet once you have completed a booking form, met in person and signed a contract for regular services.
- The booking form will cover all aspects of your pets' personality and also include specific needs, likes and dislikes – such as walking off-lead, treats, vet contact information, etc.
- We are unable to walk female dogs in season and will have to discuss unneutered males with owners to understand how they behave.
- We will make sure that your dog is walked with other dogs with similar sizes and temperaments.
- We are insured by Pet Business Insurance.
- We are DBS checked.
- We will only walk dogs and care for cats which have their vaccines, worming, flea, tick and mite treatments up to date, to avoid compromising the health of other clients' pets.
- We are unable to walk dogs subject to any control order or a breed subject to the Dangerous Dogs Act 1991.
- We will only include photos or videos of your pets in any media if you have provided consent for us to do so – this will be included in your booking form.
- In the event of cancellation please contact us 24 hours prior to the start of service. A full fee of the confirmed service will be required for any cancellation(s) less than 24 hours.
- We will take every precaution possible to ensure that the dogs in our care are healthy and safe, and will manage any incidents that may arise as a result of dogs socialising as best we can. Epsom Paws are not liable for injuries or illnesses that any animal may incur while in our care.
- The Client is solely responsible for any and all harm or damage caused by their dog while it is under our care, and agrees to indemnify us in full against any liability arising from such harm or damage to third parties.
- Payment arrangements will be made before the beginning of service and the terms included in your contract.
- We will make every effort to contact you in the event of an emergency. We ask owners provide us with a contact number of a trusted third party should we be unable to make contact.
- Should the Client's dog be deemed to be unsuitable, we reserve the right to cancel the booking indefinitely and with immediate effect.
- Force Majeure. Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.
- Your dog's collar will be fitted with an additional identity tag including our contact details while he/she is under our care.
- We will clean your dog to the best of our ability with our supplies before returning him to your home.