



# FurFit Terms and Conditions

## 1. Definitions

“Business” refers to FurFit.

“Client” refers to the owner or legal keeper of the dog(s).

“Dog” refers to any animal under the care, training, walking, or behavioural consultation services provided by FurFit.

“Services” refers to dog walking, training, behavioural consultations, pet care, transport, and related services.

## 2. Acceptance of Terms

By booking or using the Services, the Client confirms they have read, understood, and agreed to these Terms and Conditions.

FurFit reserves the right to amend these Terms at any time. Updated versions will be made available on request or via the FurFit website.

## 3. Client Responsibilities

The Client agrees that:

They are the legal owner or authorised keeper of the Dog.

All information provided about the Dog is accurate and complete.

The Dog is vaccinated, microchipped, and up to date with flea and worm treatment unless otherwise agreed in writing.

The Dog is fit and healthy enough to participate in Services.

The Dog has not shown aggression or dangerous behaviour unless disclosed in advance.

FurFit must be informed of any medical conditions, behavioural concerns, bite history, anxiety, reactivity, or legal restrictions affecting the Dog.

Failure to disclose relevant behavioural or medical information may result in immediate termination of Services without refund.

## 4. Aggressive or Dangerous Dogs

FurFit reserves the right to refuse or stop Services where a Dog displays behaviour considered unsafe to staff, other dogs, the public, or property.



Dogs subject to restrictions under the Dangerous Dogs Act 1991 or related legislation must be declared before booking.

Muzzles, leads, or management equipment may be required at FurFit's discretion.

## **5. Dog Walking Services**

The Client acknowledges that:

Dogs may be walked individually or in groups unless otherwise agreed.

Walk locations and routes are determined by FurFit.

Dogs may be transported in a secured vehicle.

Off-lead walking will only occur with the Client's written consent and where considered safe by FurFit.

No guarantee can be given that a Dog will always remain clean or dry during walks.

FurFit reserves the right to keep any Dog on lead where safety, recall reliability, livestock, wildlife, weather, or public conditions require it.

## **6. Training and Behaviour Services**

Training and behaviour work uses reward-based and welfare-conscious methods.

The Client understands and accepts that:

Results cannot be guaranteed.

Behaviour modification depends on consistency, environment, handling, genetics, and owner compliance.

Progress may vary between dogs.

The Client is responsible for implementing training advice and management plans.

FurFit is not liable for outcomes resulting from failure to follow recommendations.

## **7. Veterinary Treatment and Emergencies**

In the event of illness, injury, or emergency, FurFit may seek veterinary treatment where reasonably necessary.

The Client authorises FurFit to act in the Dog's best interests if the Client cannot be contacted immediately.

All veterinary costs and associated expenses remain the responsibility of the Client.

FurFit will make reasonable efforts to contact the Client before treatment wherever practicable.



## **8. Insurance and Liability**

FurFit maintains appropriate public liability insurance.

While reasonable care and attention will be exercised at all times, the Client acknowledges that working with animals carries inherent and unpredictable risks.

FurFit shall not be liable for:

Illness, injury, death, loss, or theft arising from circumstances beyond reasonable control  
Damage caused by the Dog to persons, animals, vehicles, or property  
Escape of a Dog that has unreliable recall, insecure equipment, or undisclosed behavioural issues  
Third-party claims arising from the Dog's behaviour

Nothing in these Terms excludes liability for death or personal injury caused by negligence or any liability that cannot legally be excluded under UK law.

## **9. Payments**

Payment terms:

Fees must be paid at the time of service, or within 5 days of invoice, unless agreed otherwise.  
Block bookings or packages must be paid in advance.  
Late payments may incur additional charges.  
Services may be suspended for overdue accounts.

All prices are stated in GBP.

## **10. Cancellations and Refunds**

The Client must provide at least 12 hours' notice for cancellations.

Late cancellations may be charged in full.

FurFit reserves the right to cancel Services due to illness, emergencies, unsafe weather, vehicle breakdown, or other unforeseen circumstances. Where possible, alternative arrangements or refunds will be offered when the Business needs to cancel.

Training packages, walks and behavioural consultations are non-refundable once commenced unless required by law.



## **11. Access to Property**

Where keys, alarm codes, or property access are provided:

FurFit will take reasonable care to safeguard security information.

The Client confirms FurFit has permission to enter the property for agreed Services.

FurFit is not responsible for loss or damage arising from faulty locks, security systems, or property defects.

## **12. Data Protection and Privacy**

Personal information will be processed in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

Client information will only be used for business operations, service delivery, emergency contact purposes, and legal compliance.

## **13. Photos and Social Media**

FurFit may take photographs or videos of Dogs during Services for training records or promotional purposes.

The Client may opt out of promotional use by notifying FurFit in writing.

## **14. Force Majeure**

FurFit shall not be liable for failure or delay in performing Services due to events outside reasonable control, including severe weather, road closures, illness, government restrictions, or emergencies.

## **15. Termination**

FurFit may terminate Services immediately where:

The Dog presents a safety risk

The Client breaches these Terms

Payments remain overdue

Staff experience abusive or inappropriate behaviour

The Client may terminate Services by providing written notice.

Outstanding fees remain payable.



## **16. Governing Law**

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.