



TERMS & CONDITIONS

General

1. Clients/Owners will be deemed to have accepted the FidoFit! terms and conditions for each service upon booking of services.
2. FidoFit! has fully comprehensive insurance which includes public liability insurance and the transportation of dogs (the assumption being that unless you state otherwise, these terms and conditions assume that you, the Owner, have given permission for this). However, wherever possible ALL pets should be insured by the Client/Owner and FidoFit! reserves the right to refuse a booking for any animal which is not insured.
3. FidoFit! reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client/Owner agrees that they will inform FidoFit! of any behavioural problems or medical conditions at the time of booking or at any point immediately thereafter should any unwelcome, aggressive, procreative, or dangerous behaviour of their dog become apparent that has potential to cause harm to any other dog or individual. This would include antisocial behaviour, aggressive or threatening behaviour towards any person or dog, lack of training and conditions such as incontinence, chronic vomiting, or travel/ mobility problems. Failure to do so may result in additional charges or cancellation of any future contract.
5. Bitches may not attend FidoFit! classes or Pack Walks while in season or pregnant.
6. Dogs must be up-to-date on vaccinations including Kennel Cough, and wormed and treated for fleas and ticks, unless certified exempt from your vet.
7. FidoFit! reserves the right to refuse admission if the Client/Owner fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete.



8. The Client/Owner agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases.
9. The Client/Owner further agrees to notify FidoFit! immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by.
10. Any dog with an infectious condition will not be walked or permitted to participate in classes until cleared to do so by a vet. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases, and Intestinal Parasites. FidoFit! reserves the right to refuse admission until satisfied that the condition is resolved.
11. The Client/Owner accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client/Owner agrees that they will not hold FidoFit! responsible if their dog contracts Kennel Cough while attending any walks or classes.
12. The Clients/Owners agree to ensure their dog has not eaten in the hour before a FidoFit! class or walk to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
13. Dogs must be micro-chipped and wear a collar and ID tag with name and owner's contact.
14. FidoFit! must be informed if the Client/Owner's dog does or has EVER used a muzzle and this should be used during classes and/or made available for use during dog walks at the discretion of FidoFit! staff.
15. All dogs must have good leash manners and be able to respond to basic commands.
16. The Client/Owner agrees that FidoFit! is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing, or any other item left with their dog.



17. In addition, FidoFit! is not held liable for any injury or any damage caused or incurred by the Client/Owner's dog escaping due to an ill-fitting or faulty collar or lead.
18. In extreme weather (e.g., very hot weather, heavy downpours, thunder and lightning, snow), FidoFit! will use their own discretion and personal judgment to cancel classes or cut walks short if necessary, to ensure the safety and comfort of themselves, the dogs, and the other participants.
19. The Client/Owner consents to their dog being photographed, videotaped, and/or used in any media or advertising by FidoFit! without prior approval. All such media remain the property of FidoFit!

Charges & Payment

1. Full payment for dog walking and one-to-one classes is required prior to scheduled services, upon approval of booking and paid for in cash or bank transfer to:

LloydsTSB, Sort Code: 30-92-69, Account Number: 29147468
2. Where possible, full payment for classes, including CaniCross sessions, should be made via the website (www.fidofitdorset.co.uk) online.
3. Clients who are located more than 2 miles outside of Dorchester, will be subject to an extra charge of .45p per mile to cover mileage costs.

Cancellation or Early Termination

1. Either party may cancel a booking a minimum of twenty-four hours prior to the first scheduled class/walk without incurring penalties or damages.
2. Cancellation by the Client/Owner of scheduled classes/walks with less than 24 hrs notice may be charged at the full rate or rescheduled at the discretion of FidoFit!
3. Where FidoFit!, as sole proprietor, needs to cancel a scheduled class/walk due to unforeseen circumstances, he/she may appoint a substitute FidoFit! staff member, and any difference in the fees charged shall be for the account of FidoFit!



4. Should any dog become aggressive or dangerous, FidoFit! may terminate this dog walking contract with immediate effect.
5. Any wrongful or misleading information provided in the Client/Owner's Information or Pet Information sheets may constitute a breach of terms and be grounds for instant termination thereof.

Dog Walking & Pet Care Terms & Conditions

1. FidoFit! will not confirm any booking until there has been a consultation with the Owner and all necessary paperwork, including the contract, with full details of dog requirements, has been signed by the Owner.
2. The Owner gives FidoFit! permission to enter their property to carry out the booked service at the arranged date and time.
3. Dog(s) must be in a secure location prior to collection by FidoFit! Loose in a garden does not constitute this.
4. Dogs over 6 months must be spayed or neutered before joining a Pack Walk. Alternatively, they are welcome for Solo Walks.
5. The Owner must provide all items necessary for pets to be adequately cared for in the Owner's absence. (i.e., food, medication, leads, tags, collars, cat litter etc).
6. Should pets require any additional supplies whilst in the care of FidoFit! these will be purchased and added to the bill.
7. The Owner must provide FidoFit! with a name and contact telephone number of someone capable of making a decision relating to their pets in an emergency.



8. Nominated vet's details will also be recorded and they will be contacted if we are unable to communicate with the Owner or their representative.
9. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised. As such FidoFit! reserves the right to refuse, discontinue and cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and/or other dogs.
10. Unless there are exceptional circumstances (i.e.: extreme weather, sickness, or injury) walks are one hour in length (not including pick up and drop off), unless otherwise agreed in writing.
11. During Pack Walks, FidoFit! walks a maximum of four dogs to one walker at any one time to ensure a safe and enjoyable walk for all dogs and will do their best to ensure dogs will be walked with other compatible dogs at the same time.
12. FidoFit! will supply and be equipped with a scooper and waste bags and will duly remove the dog's faeces from all public places.
13. Though FidoFit! endeavours to ensure the safety of all dogs, letting dogs walk off the lead carries a risk, so therefore FidoFit! will only do so with your express written consent. Therefore, all dogs will be exercised on a lead unless prior agreement has been reached and an 'off-the-lead consent form' has been signed. In addition, dogs given off the lead time must have excellent recall and will only be let off in areas considered safe and will remain at the discretion of FidoFit!
14. All dog play is carefully monitored to avoid injury, but the Owner accepts that despite the best supervision, that during normal dog play, their dog may sustain injuries such as scratches, punctures torn ligaments.
15. Owners should provide towels to allow for dogs to be wiped and dried down following walks, especially in adverse weather.



16. FidoFit! will notify the Owner of any occurrence pertaining to the dog which may be relevant to the care and well-being of the dog.
17. The Owner is responsible for the full cost of any veterinary treatment of any injuries or illness that their pet receives, no matter how they are incurred, whilst in the care of FidoFit! together with any associated costs e.g., call-out charges.
18. The Owner authorises the staff of FidoFit! to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Owner's usual/preferred vet, but this cannot be guaranteed (e.g., in an emergency) and the Owner accepts that the staff of FidoFit! may at their discretion use any registered vet. The Owner agrees to pay all such costs immediately upon pick-up of their pet, or by agreement with the proprietor.

Keys & Parking

1. The Owner agrees to provide keys/arrange access to their dog (and other pets if applicable) for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the Owner.
2. Keys retained by FidoFit! will be kept securely and will only be marked with the name of your dog and any internal office code.
3. If it is necessary for keys to be picked up or dropped off in order to complete an assignment charges will be applied for each trip.
4. The Owner agrees that by signing the key holder release form this will indemnify FidoFit! in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
5. Parking permits may need to be provided for FidoFit! if you are in a restricted parking zone. This will be assessed, as necessary.

Liability



1. FidoFit! will provide the best possible care for your dogs (and other pets if applicable) during your absence. However, the Owner is solely responsible for any and all harm or damage caused by their dog (or pets) while in the care of FidoFit! or is using any other services provided by FidoFit! and agrees to indemnify FidoFit! in full against any liability arising from such harm or damage to third parties.
2. FidoFit! accepts no liability for any breach of security or loss of or damage to the Owner's property if any other person has access to the property during the term of this agreement.
3. FidoFit! shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by a dog who has unsupervised access to the outdoors.
4. The Owner shall be liable for all medical expenses and damages resulting from an injury to FidoFit! staff caused by dogs and or other pets, as well as damage to the Owner's property.
5. FidoFit! is released from all liability related to transporting dog(s) or other pets to and from any veterinary clinic or kennel, the medical treatment, and the expense thereof.
6. Termination under the circumstances described above shall not entitle the Owner to any refunds nor relief of any outstanding payments due.

CaniCross Terms & Conditions

1. Clients and their dogs will not be able to participate until all necessary paperwork, including Informed Consent and PAR-Q forms, has been completed, signed and approved.
2. All dogs must be approved fit enough to participate by the Client's vet. Brachiocephalic breeds, such as bulldogs, exceptionally large dogs, exceedingly small dogs, and older dogs may be at risk as participation in CaniCross can be potentially damaging to their health.
3. The Client's dog must be fully grown (at least 12 months old) to participate in CaniCross but there is no upper age limit providing the Client's dog has been approved fit and healthy by the Client's vet.



4. Clients must be able to walk continuously for 30 minutes to participate.
5. Bitches on heat will not be permitted to participate.
6. All Clients and their dogs will be expected to provide their own CaniCross equipment i.e.: harnesses, unless they are participating in the FidoFit! Taster, or one off FamilyFit! Class, when equipment will be available for the Clients and their dog to try.
7. All Clients will be expected to bring water for themselves and their dog.
8. All Clients will be expected to carry their own poop bags and pick up after their own dog.
9. Clients participate at their own risk and take full responsibility for their dogs. The Client is expected to keep their dog under control at all times, and ensure their dog is always on a lead.
10. If the Client's dog has behaviour issues and can be aggressive, the Client will be expected to take the necessary steps to ensure their dog is not given the opportunity to be out of control.
11. FidoFit! reserves the right to refuse participation in classes if the Client's dog's is disruptive or a danger to others.
12. Animal cruelty, unsportsmanlike, aggressive, threatening, abusive or any behaviour deemed to be unacceptable at any stage during a FidoFit! class will not be tolerated. No physical or verbal abuse of dogs will be allowed. Should a Client behave in such a way, then continued participation in any FidoFit! activities will not be permitted.

No variation of these Terms and Conditions will have effect unless confirmed by FidoFit! in writing.