



Jazzy Dogs
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Hastings
East Sussex
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Jazzy Dogs Terms and Conditions

General Terms and Conditions

Proprietors: Ian and Jane Goodsell

1. All clients will be deemed to have accepted Jazzy Dogs terms and conditions (as laid out here) on signature of the standard registration document (where the information supplied will be retained electronically).
2. Jazzy Dogs will not confirm any booking until we have met the dog and completed our standard registration document regarding contact details, temperament with other dogs, medical conditions etc. and agreed the service to be provided.
3. In addition to your own contact details the client must provide Jazzy Dogs with the name and contact number of someone (relative or friend) capable of making a decision relating to the pet(s) in an emergency. If we cannot contact you directly we will attempt to contact this person to act on your behalf. If we cannot contact any of the contacts given, Jazzy Dogs reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
4. All dogs are to have up to date inoculations (including kennel cough); for dogs that are being boarded a copy of the vaccination certificate will be required.
5. Jazzy Dogs takes all reasonable precautions to prevent fleas, the house and vans are regularly cleaned and flea treated to minimise risk. However dogs are walked in areas where foxes and other wildlife roll in grass and Jazzy Dogs cannot be held responsible should your dog become infected. All dogs should be on a regular flea/tick/worm treatment to prevent them contracting fleas.
6. Jazzy Dogs must be alerted to any behavioural problems with their pets at the time of registration and informed of any issues that arise (e.g. bitch in season). Failure to do so may result in cancellation of the service or change of service provided which may lead to additional charges.
7. All dogs are to have a suitable collar or harness provided which is correctly adjusted to prevent the dog escaping. Jazzy Dogs cannot be held responsible for instances arising from dogs slipping their collars.
8. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice or, by the date specified on the invoice via cash, cheque or bank transfer.
9. Where Jazzy Dogs are to enter a customer's property, Jazzy Dogs will take adequate steps to ensure your home is safe and secure in your absence. Full details of specific security measures e.g. how to set burglar alarms and where to leave the pet should be outlined during registration. Jazzy Dogs will ensure that lights etc. are left as we find them. Keys will be identified with a key tag giving our contact details and the dog's name only. If it is necessary for keys to be picked up or dropped off in order to complete an assignment, an additional charge will be applied for each trip.
10. Jazzy Dogs reserve the right to refuse to enter a property if they consider the pet's behaviour may be a danger.
11. If, due to unforeseen circumstances Jazzy Dogs cannot fulfil the booking, we will ensure customers are contacted and informed of the problem.

12. Jazzy Dogs holds Public Liability insurance, but strongly recommend that whenever possible pets should be insured by the client.

Dog Walking

1. All dogs being walked will undergo a trial period to ensure that they have been adequately trained and socialised.
2. Jazzy Dogs reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and/or other dogs.
3. All dogs will be exercised on a lead unless prior agreement has been reached with Jazzy Dogs to permit dogs to be off lead.
4. The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions for the safety of both the dogs and the walker.
5. Jazzy Dogs will be allowed to reward good behaviour with suitable treats. If your dog has any allergies or preferences you must provide details during registration.

Pet Boarding

1. The client must provide all items necessary for pets to be adequately cared for (i.e. food, medication, etc.). If there are any special dietary needs or if medication is to be administered, full written details should be provided. Should pets require any additional supplies whilst in the care of Jazzy Dogs, these will be purchased and added to the bill.
2. Jazzy dogs provide pet boarding in our home and your pet will at times be sharing the home with other visiting dogs. Unless specifically arranged for single boarding the client agrees to their dog(s) being boarded with other dogs. We will take care to ensure dogs are compatible, but Jazzy Dogs reserves the right to cancel the contract at any time & with immediate effect, if the dog does not respond well to the other dogs.
3. Boarding dogs will usually be taken on at least 2 long walks and one late evening walk before bed each day. However, it is not realistic to take them on every walk and so there would be times when we would leave them in our house unattended especially over our busiest lunchtime period. We do arrange the day so that we drop in and check on them often or arrange for another suitable adult to be present, but there will be times when they could be alone for up to 3 hours. Our existing customers are quite happy with this arrangement, but it is something you should be aware of, as we have had some enquiries from people who need their dog to have constant company.

Pet Feeding

1. The client must provide all items necessary for your pet to be adequately cared for. If there are any special dietary needs or if medication is to be administered full written details should be provided.

Pet Taxi

1. Clients must notify the veterinary surgery/kennel/grooming parlour, that Jazzy Dogs will be attending the appointment on their behalf and ensure that arrangements for payment have been made with either Jazzy Dogs or the vet/kennel/grooming parlour.