



Terms and Conditions

Initial Consultation

An initial face-to-face consultation with the client by Cali's Club staff is required, prior to booking the first walk, to gather full details of their dog's requirements, client's details and terms and conditions to be signed. Cali's Club reserves the right to refuse admission to any dog deemed, at Cali's Club's discretion, to be or have the potential to be dangerous or disruptive.

Client/Dog Details

Clients must inform us of any changes regarding your contact numbers, your dog's information, your emergency contact details and other out of date information.

Emergency Contact

Emergency contact must be provided by the client, this is someone different to the client. This person will need to be reachable throughout the duration of the booking. They will only be called when we are unable to get hold of the client in an emergency. The emergency contact can make decisions regarding the client's dog(s) health if the client cannot be contacted.

Payment

Dog Walking/Day visits

Cali's Club accepts payments by cash or bank transfer. One off / occasional walk(s) will be invoiced at the completion of the walk. Regular recurring walks will be invoiced at the end of the week or month, as discussed during initial consultation. The client has 7 working days from date of invoice to make payment.

Pet sitting:

Cali's Club accepts payments by cash or bank transfer. 25% deposit payable on confirmed booking which is refundable up to 12 weeks* prior to booking start date. At 12 weeks prior to booking start date a further 25% non-refundable deposit is required. The remaining 50% is required 14 days** (2 weeks) prior to the booking start date.

*Within 12 weeks of booking start date the 50% now paid is non-refundable

** Within 14 days (2 weeks) of booking start date the total payment is non-refundable

Cancellation

Dog walking:

For cancellations clients must give a minimum of 24 hours' notice prior to the start of the booking to Cali's Club or the full payment will be due and invoiced. If in the rare situation where Cali's Club must cancel the booking there will be no charge and client will be given as much help as possible in finding a replacement, please be aware that finding a replacement might not always be possible.

Pet Sitting:

Cancellations made before 12 weeks of booking start date are refundable, after this period the 50% is non-refundable.

If full payment is made and booking is cancelled within the 12 weeks of booking start date, the total 50% deposit (25% on confirmed booking and 25% by 12 weeks prior to start of booking) is non-refundable and the other 50% will be reimbursed to client.

If full payment is made and booking is cancelled within 14 days (2 weeks) of booking start date, the full payment is non-refundable.

Pet Sitting:

Pet sitting takes place in the client's house. Food must be provided by the client and will not be provided by Cali's Club. It is the client's responsibility to provide clear detailed dietary requirements for pet(s).

The client understands that anything that is damaged or broken by the client's pet(s) in the client's house is their responsibility and not the responsibility of Cali's Club, although Cali's Club will do their best to avoid anything damaged or broken by pet(s).

Flexibility

Your booked time is estimated only and whilst we make every effort to arrive at the time given, depending on traffic conditions and any circumstances required to ensure that prior client's dogs have the best experience we can offer, please allow a 30 minute window either side of your booked time slot for us to attend.

Key Holding

The client agrees to provide keys or arrange access to the dog for the agreed upon walk time(s), failure to provide this access will result in cancellation of booking and full payment will still be due and invoiced to client.

Before keys are given to Cali's Club, client must sign the key holder waiver, in which this form will indemnify Cali's Club in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances. Please be aware there is no charge from Cali's Club key holding and that keys will be kept separate and locked away from all your contact information and will never be used for any other purposes other than those specified by the client.

Veterinary Attention

The client must provide Cali's Club with name and contact number of someone capable of making a decision relating to the dog(s) in an emergency. If the contact is not available Cali's Club reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interest of the animal. Where possible this will be carried out by the client's usual/preferred Vet, however, cannot be guaranteed (e.g. in an emergency).

The client is responsible for the full cost of any veterinary bills, no matter how they are incurred, whilst under the care of Cali's Club. Your pet will be treated under your name and address. Cali's club may charge extra for any loss of business.

Vaccinations/Illness/Health and Wellbeing

Cali's Club reserves the right to refuse admission if the client fails to provide adequate proof of vaccinations, or the vaccinations are found to be expired or otherwise incomplete. The client accepts that even though their dog is vaccinated against Bordetella (kennel cough) there is a chance that

their dog may still contract Bordetella, in which the client agrees that they will not hold Cali's Club responsible if their dog contracts Bordetella while in Cali's Club's care. All dogs must also be on a regular flea and worm control regime.

The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Cali's Club immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Bordetella (Kennel Cough), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Cali's Club reserves the right to refuse admission until satisfied that the condition is resolved.

Under no circumstance will Cali's Club walk any dog that has any form of active contagious illness.

We will care for your animal as if they were one of our own, and whilst we will make every effort to ensure your pet is safe and well looked after, you agree that Cali's Club will not be held liable for any loss, injury or death to a dog whilst in our care.

Bitches may not attend Cali's Club while they are in season (on heat) or pregnant.

The client agrees that their dog has not eaten in the hour before pick up by Cali's Club to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition of Gastric Torsion (Bloat).

Equipment/Micro chipped

The client is responsible for ensuring that their dog is micro chipped and has a suitable lead and collar/harness that the dog is unable to remove, for all dog walks. It is also required that all dogs have a dog tag on their collar/harness with clients up to date contact details on.

Cali's Club reserves the right to use our own leads which we know are well maintained and simple to handle, rather than your lead. Cali's Club will not walk dogs on an extending lead but will provide alternative freedom to roam with long line leads instead. Choke chains, stop-pull harnesses or any other forms of equipment that cause pain/fear will not be used or tolerated by Cali's Club.

Insurance

Although Cali's Club holds Public Liability insurance, all dogs should also be insured by the client and we reserve the right to refuse a booking for any animal which is not insured.

Aggressive Dogs

The client agrees that on booking a service their dog(s) that they have represented is in good health and has not harmed or shown aggression or threatening behaviour towards any person and/or any other dog. The client agrees to notify Cali's Club immediately of any unwelcome, aggressive or dangerous behaviour of their dog that has potential to cause harm to any person and/or any other dog.

Cali's Club reserves the right to cancel any booking at any time if the dog does not respond well to the walker and/or other dogs.

The client will be responsible for any medical expenses and damages resulting from an injury to the dog walker or other persons by the dog. The client agrees to indemnify and hold harmless Cali's Club in the event of a claim by any person injured by the dog.

Off Lead

All dogs will be walked on lead. Dogs will only be walked off lead once the client has signed the 'off-lead waiver' and will remain at the discretion of Cali's Club whether to let a dog off lead.

Weather Conditions

Cali's Club will try our best to walk your dog(s) at all time. However, a walk may have to be cut short or cancelled due to extreme weather conditions, such as: blinding rain or snow; unusual high winds; high temperatures; and thunders storms. In this case clients will be notified.

On wet and windy days clients should leave a towel by the door in order for Cali's Club to give the dog a quick wipe down.

Photos and Marketing

We ask you for consent to take and share images of your dog on the client consultation form. If you give consent to photographs, videos, recordings or other media content to be taken by Cali's Club during walks, these become the intellectual property of Cali's Club for use in marketing activities (including, but not limited to, website, social media and related promotional activities) and you will not be paid or reimbursed for their use. Imagery will not be used in a manner that might reasonably be considered to be offensive or derogatory. Images will not be taken of dog in your own home.

Your Information

All information given to Cali's Club will be kept private and confidential. Clients can request to see any and all information we hold in relation to the client. We will only hold information that is useful and relevant. Upon request clients can have all information removed from Cali's Club records.