Plenty Paws – General Client

Terms & Conditions

1. About these terms

These general terms apply to services provided by Plenty Paws, alongside the relevant service-specific terms, registration forms and agreed consents.

Before confirming your first booking, we will provide the applicable terms and ask you to confirm your acceptance. Where service-specific terms differ from these general terms, the service-specific terms apply to that service.

2. Registration and suitability

Before services begin, owners must complete the required registration forms and provide accurate information about their dog and care requirements. A meet-and-greet or initial assessment will be required.

Acceptance depends on whether we can safely and appropriately meet your dog's needs. Suitability will be reviewed throughout our work together.

Owners must promptly inform us of changes to contact details, access arrangements, health, medication, behaviour or care needs.

3. Health and behaviour information

Owners must disclose anything that may affect their dog's welfare or the safety of our team, other animals or members of the public. This includes:

- Medical conditions, injuries, allergies and veterinary advice affecting exercise or handling.
- Medication and any relevant side effects.
- Signs of infectious illness or parasites.
- Seasons, pregnancy or recent surgery.
- Fear, reactivity, guarding, handling sensitivities or separation-related distress.
- Bite incidents, escape attempts and any legal restrictions affecting the dog.

A behavioural difficulty does not automatically prevent us from helping. Accurate information allows us to assess suitability and agree appropriate arrangements.

4. Owner responsibilities and equipment

Owners must provide suitable, secure and correctly fitted equipment as agreed with Plenty Paws, together with any necessary care instructions.

Dogs must have identification required by law. Owners are responsible for keeping their dog's identification and microchip details current.

We may decline or adapt a service if equipment is unsafe or essential information is missing. Any resulting charge will be considered under the applicable service terms and the circumstances involved.

Medication will only be administered where this has been expressly agreed, with clear written instructions. Owners must not assume medication administration is included in a booking.

5. Welfare and handling

Your dog's welfare will guide the service we provide. We use welfare-led, reward-based handling and training.

Our team will not carry out an activity or follow an instruction that they reasonably believe would negatively affect a dog's welfare or create an unacceptable safety risk.

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If your dog becomes distressed, unwell or unable to comfortably participate, we may adapt or stop the activity, provide appropriate care and contact you.

6. Illness and infectious conditions

Please notify us before a visit if your dog is unwell, has symptoms of a potentially infectious condition or has been advised to avoid contact with other dogs.
We may postpone participation, request veterinary guidance or agree an alternative service where appropriate. Relevant booking and cancellation terms apply, subject to your statutory rights.
If symptoms develop during our care, we will take reasonable steps to protect your dog and other animals and contact you.

7. Property access, keys and security

Owners must ensure their dog is present and that our team can safely access the property using the agreed arrangements. Please tell us promptly about changes to locks, alarms, access codes or anyone expected to be at the property.
We will keep keys and access information secure, use them only for authorised purposes and follow the agreed locking and alarm instructions. Key return arrangements will be agreed when services end.
If we cannot gain access, or your dog is not present, we will attempt to contact you and allow a reasonable period to resolve the issue, taking account of animal welfare and the team's remaining schedule.
Time spent waiting or resolving access difficulties may reduce the service time available. We cannot guarantee an extension or return visit. Where the difficulty arises from the owner's access arrangements or the dog's absence, the booked rate remains payable, subject to applicable statutory rights.
If the circumstances suggest a welfare concern for an owner or dog, the team member will assess the situation and take appropriate action. This may include contacting an emergency contact, making enquiries with neighbours or calling emergency services.

8. Emergency contacts and veterinary care

Owners must provide current veterinary details and an emergency contact who is aware of their role and authorised to assist if the owner is unavailable.
If a dog becomes ill or injured, we will attempt to contact the owner or emergency contact. Where delaying treatment could compromise welfare, we may seek veterinary assistance immediately, in accordance with the emergency veterinary consent provided. We will use the dog's usual veterinary practice where reasonably practicable, but may use another suitable practice when necessary.
Owners are responsible for veterinary treatment and associated expenses, except where Plenty Paws is legally responsible for those costs. Nothing in these terms excludes liability for our negligence.

9. Transport and off-lead exercise

Transport arrangements and permissions will be agreed before the relevant service begins. Dogs will travel using suitable restraints or secure accommodation appropriate to their needs.
Off-lead exercise requires the owner's permission and remains at the team member's discretion. Permission does not guarantee that a dog will be let off lead.
We may keep or return a dog to the lead whenever conditions, behaviour, recall or safety concerns make this appropriate.

10. Weather and service changes

We assess weather and environmental conditions alongside each dog's individual needs. Where the planned activity would compromise welfare, we will recommend a suitable alternative. This may include an adapted walk, toilet visit, enrichment, play or companionship.

We will explain significant changes and seek agreement wherever practicable. Where an alternative service is provided, the normal booked rate applies unless otherwise agreed.

If we cannot provide a safe service or agree a suitable alternative, we will explain the options and any applicable charges before proceeding. Where Plenty Paws cancels and provides no service, no service fee will be charged.

11. Bookings, cancellations and staff cover

Bookings are only secured once confirmed by Plenty Paws.

Booking windows, cancellation periods, changes to bookings and staff cover arrangements are set out in the relevant service-specific terms. Cover must not be assumed for services excluded from our emergency cover policy.

Cancellations may be communicated by email, message or phone call. Please leave a clear message if a call is unanswered.

Any cancellation charge will be subject to applicable statutory rights and will take account of replacement bookings or other reductions in the loss caused by the cancellation.

12. Prices, invoicing and payment

The applicable price will be confirmed before booking.

Clients are invoiced at the end of each month, with payment due within 30 days of the invoice date.

For clients choosing Direct Debit, payment will normally be collected around the 15th of the following month unless otherwise arranged. The collection amount and date will be notified in advance.

Please contact us promptly if you believe an invoice is incorrect or anticipate difficulty paying.

If payment becomes overdue, we will contact you to resolve the matter. We may suspend future services after reasonable written notice if payment remains outstanding.

Price changes will be communicated in advance and will not be applied retrospectively to services already provided or bookings already confirmed at an agreed price.

13. Privacy, photographs and filming

Personal information is handled in accordance with our privacy notice.

We will seek separate permission before using identifiable client photographs, video or audio for public marketing. Marketing consent is optional and is not a condition of our standard services.

Services involving an agreed filming arrangement, including discounted filming courses, require a separate agreement explaining how recordings will be used.

14. Concerns, complaints and ending services

Please raise any concerns promptly using our usual email address or phone number, with sufficient information for us to investigate. We will acknowledge your complaint and explain the next steps and expected response time.

Owners may end services in accordance with the relevant notice requirements.

Plenty Paws may suspend or end services where we can no longer safely meet a dog's needs, essential information has not been disclosed, payments remain overdue after notice, or threatening or abusive behaviour makes continuing unreasonable.

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We will explain the reason and give reasonable notice wherever practicable. Immediate suspension may be necessary where there is a serious safety or welfare concern. Fees for future services we cancel and do not provide will be refunded.

15. Responsibility and statutory rights

We will provide our services with reasonable care and skill.

Nothing in these terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights.

Any applicable statutory cancellation rights take priority over our standard cancellation policies.

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