

Legal Beagle T's & C's²



Last updated – September 2023

Pawfolk Ltd, Cobweb Cottage,
Scott's Corner, Panxworth, NR13 6JF
Pet Accessories • Pet Boarding • Pet Daycare

DISCLOSURE AND AGREEMENT OF SERVICES

The signed Pawfolk Ltd Services Agreement (the Pawfile) permits Pawfolk Ltd to accept all future telephone, online, mail or email reservations and provide services without additional signed agreements. Pawfolk Ltd may vary the terms and conditions in connection with the services provided at any time, and service rates are subject to changes sometimes without personal notice.

Pawfolk Ltd Services Agreement is valid from the date signed, and replaces any prior agreements. Email addresses given on Pawfolk Ltd Services Agreements are added to our mailing list so that you can be kept up to date with informative articles, promotions, new services and events etc. They are kept confidential and will never be sold or given to any third party. Pawfolk Ltd can remove your email address from the list at any time upon your request.

The owner of the pet(s) must complete the agreement form (the Pawfile) to allow Pawfolk Ltd to act in the pet(s) best interest. Owners must also declare if their pet(s) is likely to cause any harm to themselves, other animals, our pets, Pawfolk Ltd family members, visitors to the premises or to the general public. If this is not disclosed then the agreement can be cancelled by us with no prior notice and no refund. Any additional costs incurred for provisions or veterinary services will be borne by the client with the addition of an appropriate service charge. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Pawfolk Ltd.

Pawfolk Ltd requires written acceptance that your dog(s) will be boarded with other dogs.

Pawfolk Ltd must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of current and/or any future contract. Notwithstanding acceptance of a booking for pet care, the right is reserved to refuse admission to any pet which in the opinion of Pawfolk Ltd is of a ferocious nature or otherwise unsuitable for pet care.

The client must provide Pawfolk Ltd with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Pawfolk Ltd reserves the right to consult with Bridge Veterinary Practice as our personal Veterinary Carer, and then make a decision which is in the best interests of the animal. Customers must make Pawfolk Ltd aware of any unsociable, violent or otherwise undesirable behaviour prior to a booking. Whilst Pawfolk Ltd is fully competent in the handling of animals, failure to disclose any relevant information may result in the customer being liable to any costs that arise through actions that could have been prevented through disclosure of this information. This includes but is not limited to cleaning costs, furniture repair or replacement, damage to personal items etc.

All charges and fees are to be paid at the time of departure and no pet shall be released from our care until payment has been made in full.

If the owner is arriving and collecting their pet from the premises then they supply their own secure escape proof transit accommodation.

The owner accepts that should Pawfolk Ltd feel that the pet needs veterinary attention we will refer to your stated Veterinary Surgery, or Bridge Veterinary Practice in the case of emergency or difficulty, and the veterinary fee will be reimbursed in full on collection to Pawfolk Ltd by the owner.

All keys must be checked to be working before being issued to Pawfolk Ltd. Pawfolk Ltd will make adequate steps to ensure your home is safe and secure in your absence as dogs are collected, however, Pawfolk Ltd cannot be held responsible for any burglaries, damages or accidents caused by your pet(s).

Pawfolk Ltd reserves the right to amend or alter these Terms and Conditions as appropriate.

Please contact claire@pawfolk.com or WhatsApp 07429613546 with any further queries.