

Client Terms and Conditions

Effective Date: August 2026

These Terms and Conditions apply to all services provided by Moorland Tails (“the Business”, “we”, “us”, “our”) to the client (“you”, “your”).

By booking any service with Moorland Tails, you confirm that you have read, understood, and agreed to these Terms and Conditions.

1. Services

Moorland Tails provides dog walking, pet care visits, pet waste removal, and related services as agreed with the client.

Services will be provided with reasonable care, skill, and attention at all times.

2. Client Responsibilities

You agree that:

- You are the legal owner or authorised keeper of the pet(s).
- All information provided about your pet(s) is accurate and complete.
- Your pet(s) are vaccinated, where appropriate, and free from any contagious illness.
- You will inform us promptly of any changes to your pet’s health, behaviour, routine, or contact details.
- You will provide up-to-date emergency contact information and veterinary details.

3. Veterinary Emergencies

In the event of illness, injury, or any medical emergency affecting your pet while in our care, we will make reasonable efforts to contact you immediately.

If we are unable to reach you, you authorise Moorland Tails to seek veterinary treatment as deemed necessary for your pet’s welfare.

You agree that:

- Veterinary decisions made in an emergency will be based on professional advice and the best interests of your pet.
- You are responsible for all veterinary fees, treatment costs, and associated expenses incurred.
- Moorland Tails is authorised to transport your pet to your nominated veterinary practice or, if unavailable, the nearest suitable veterinary provider.

4. Aggressive or Dangerous Behaviour

You must disclose any history of aggression, biting, anxiety, reactivity, or behavioural concerns before services commence.

Moorland Tails reserves the right to refuse, suspend, or terminate services immediately if a pet displays behaviour that poses a risk to people, other animals, or property.

If a pet causes injury, damage, or loss, you accept responsibility for any resulting costs, claims, or expenses.

5. Off-Lead Walking

Dogs will only be walked off lead where:

- The client has provided written consent.
- Moorland Tails considers it safe and appropriate to do so.
- Local regulations and access rules permit off-lead exercise.

The decision to allow a dog off lead remains entirely at the discretion of Moorland Tails.

You acknowledge that, despite all reasonable precautions, off-lead exercise carries inherent risks, including injury, loss, theft, or interaction with other animals or members of the public.

Moorland Tails accepts no liability for incidents arising from off-lead exercise unless caused by negligence.

6. Collection and Drop-Off Arrangements

Clients must provide accurate instructions for pet collection and return, including access details, preferred times, and emergency contacts.

While every effort will be made to adhere to agreed appointment times, delays may occur due to traffic, weather conditions, emergencies, or other unforeseen circumstances.

You authorise Moorland Tails to transport your pet in a suitably secured vehicle where required.

If no one is available to receive your pet upon return, we will follow the agreed access arrangements.

7. Key Handling and Property Access

Where keys, access codes, lockbox details, or alarm information are provided, Moorland Tails will take reasonable steps to keep this information secure.

Keys will be coded and stored separately from client names and addresses.

We will not share access information with any third party except where necessary to provide services or in an emergency.

Clients must notify Moorland Tails immediately if locks, alarm systems, or access arrangements change.

Moorland Tails accepts no responsibility for loss or damage arising from faulty locks, security systems, or other property defects beyond our control.

8. Cancellations and Changes

Clients must provide at least **24 hours' notice** to cancel or amend a booking.

The following charges apply:

- More than 24 hours' notice: no charge.
- Less than 24 hours' notice: 50% of the service fee.
- Same-day cancellations or missed appointments: 100% of the service fee.

Moorland Tails reserves the right to cancel or reschedule services due to severe weather, illness, emergencies, unsafe conditions, or circumstances beyond our control.

Any fees paid for cancelled services initiated by Moorland Tails will be refunded or credited towards future bookings.

9. Payment Terms

Payment is due in advance. Late payments may incur additional charges and may result in suspension of future bookings.

10. Data Protection and Privacy

Moorland Tails collects and processes personal information solely for the purpose of providing services and complying with legal obligations.

This may include:

- Names, addresses, email addresses, and telephone numbers.
- Pet information, including medical and behavioural details.
- Veterinary contact information.
- Emergency contact details.
- Access instructions and key records.

Your information will be stored securely and will not be shared with third parties except:

- With veterinary professionals in an emergency.
- Where required by law.
- With service providers necessary for business operations.

We will retain your information only for as long as necessary.

You have the right to request access to, correction of, or deletion of your personal data, subject to legal obligations.

By signing this agreement, you consent to Moorland Tails processing your personal data in accordance with applicable UK data protection laws.

11. Limitation of Liability

Moorland Tails will take all reasonable care while providing services.

Nothing in these Terms and Conditions limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot legally be excluded.

Subject to the above, Moorland Tails' liability shall be limited to the value of the services provided.

12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any disputes arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Client Declaration

I confirm that:

- I have read and understood these Terms and Conditions.
- The information I have provided about my pet(s) is accurate and complete.
- I authorise Moorland Tails to provide the agreed services.

Client Name:	
Signature:	
Date:	
Pet Name(s):	
Emergency Contact:	
Veterinary Practice:	
Off-Lead Permission Granted:	Yes / No
Permission to Transport Pet by Vehicle:	Yes / No