

## Northolt Hounds | Terms and Conditions

For Services Effective From 1st September 2022

1. All invoices are to be paid in full and in advance of the booking.
2. Cancellations by the client are required to be made as soon as possible via telephone or text directly to 07532 775833 and no later than 24 hours before the arranged booking or a cancellation fee equal to the service may be chargeable.
3. All dogs are subject to an initial assessment by Northolt Hounds prior to any service provided.
4. Northolt Hounds must be informed about any behavioural problems with the dog at the time of the initial assessment.
5. All dogs must be microchipped.
6. All dogs must be fully vaccinated and on a regular flea and worm control regime.
7. The client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious and infectious diseases.
8. Bitches may not attend Northolt Hounds while in season or pregnant.
9. The client must provide Northolt Hounds with the name and contact number of someone capable of making a decision relating to the dog in an emergency.
10. The client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments or other injuries may occur despite the best supervision.
11. The client authorises Northolt Hounds to seek veterinary advice and treatment as they deem necessary. Where possible this will be carried out by the client's preferred vet, but this cannot be guaranteed and the client accepts that Northolt Hounds may use any registered vet. The client agrees to pay all such costs immediately upon pick-up of their dog.
12. Although Northolt Hounds holds public liability insurance, all dogs must be insured by the client. Northolt Hounds reserves the right to refuse a booking for any dog which is not insured.
13. The client consents to their dog being photographed, videotaped, and used in any media or advertising by Northolt Hounds without prior approval.
14. Northolt Hounds will apply personal judgement and shorten a walk if necessary due to extreme weather conditions for the safety of both the dog and the walker.
15. If the dog requires a quick towelling off after a walk, towels must be provided and left by the front door.
16. The client agrees to provide keys/arrange access to the dog for the agreed booking. Failure to do so will result in a cancellation for that day's booking and will be paid in full by the client.

By paying the invoice the client accepts all Terms and Conditions.

## **Northolt Hounds | General Data Protection Regulation Statement**

Northolt Hounds holds personal data about clients (names, addresses, phone numbers, email addresses etc.) and is therefore considered to be a data controller and a data processor under the regulations. Northolt Hounds is therefore required to comply with the principles of the GDPR and ensures that the clients data is held securely, is not processed in a manner that is incompatible with the reason for which it was collected, is kept up to date, etc.

Northolt Hounds therefore confirms that:

- all clients personal data is securely held.
- mobile phones are secured by a pass code to prevent unauthorised access to clients phone details.
- Northolt Hounds will never pass client details to a third party without their express permission to do so.
- Northolt Hounds will destroy client records once they are no longer required, this includes shredding any paper records and deleting contact details from phones and computers.

If any of my clients wish to clarify any of the above points or discuss this further, please do get in touch.

Thank you.