



Terms & Conditions

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'Owner' refers to you, the owner of the pet(s) to be cared for. Go Play refers to Cassie Draycott T/A Go Play.

Terms & Conditions - General

1. Go Play will not confirm any booking until a meet and greet has been carried out with the Owner and any pets concerned.
2. Invoices will be issued on the Friday for services during the preceding week. Full payment is to be made by the date specified on the invoice via cash or bank transfer. If payment is late more than twice, Go Play reserves the right to cancel all future bookings. If payment has been made via cash on the day of the appointment, Go Play will issue an invoice stating 'PAID'.
3. Go Play provides their own regular lead and pull lead. If another type of lead is required, Go Play will purchase this at no cost to the Owner. The Owner must provide all other items necessary for pets to be adequately cared for in the Owner's absence. (i.e., food, medication, tags, collars, etc). Should pets require any additional supplies not described above whilst in the care of Go Play, these will be purchased and added to the invoice.
4. The Owner must provide Go Play with the name and contact number of someone authorised to make a decision relating to the pet(s) in an emergency. If the contact is not available Go Play reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
5. Go Play holds Pet First Aid qualifications and will administer First Aid to pets in the care of Go Play if deemed necessary and in the best interests of the pet.
6. The Owner is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Go Play. The Owner is also responsible for any fees or bills incurred by their pet as a result of aggression, biting etc.
7. Go Play must be alerted to any behavioural problems with pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
8. Although Go Play holds insurance, wherever possible pets should be insured by the Owner. Go Play reserves the right to refuse a booking for any animal which is not insured.
9. Go Play will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Go Play cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in the care of Go Play.
10. Go Play understands that unforeseen circumstances can arise and therefore operates a flexible cancellations policy. Cancellations made over a week prior to the appointment incur no penalty. For cancellations within a week of the appointment, Go Play will allow up to three of these. After the third time, Go Play reserves the right to cancel all future bookings without notice.

Terms & Conditions - Dog Walking

1. All dogs being walked must be fully vaccinated and on a regular flea and worm control regime.
2. All dogs being walked will undergo a trial walk around the block within the initial meet and greet appointment to ensure that they are adequately trained and socialised.
3. Go Play reserves the right to cancel the agreement at any time & with immediate effect if the dog does not respond well to the walker and/or if their behaviour is unmanageable.
4. All dogs will be exercised on a lead unless prior agreement has been reached with Go Play and a disclaimer form has been signed.
5. All dogs must be microchipped *and* have an ID tag on their collar. Go Play can provide an ID tag at a cost to the Owner.
5. As stated in Terms & Conditions - General, Go Play prefers to provide the lead. This is negotiable within reason.
6. The walker will apply personal judgment and end a walk early if necessary because of extreme weather conditions (ie, heat, thunder storms) for the safety of both the dogs and the walker.
7. In the event of poor weather, if dogs require towelling off after walks towels must be provided and left by the front door.

Terms & Conditions - Visits

1. A set of keys must be made available for the initial meet and greet. If this is not possible, keys may be left in a secure location for Go Play to collect on the first visit. The Owner must detail the secure location, and Go Play is not liable if the keys go missing or are stolen prior to collection by Go Play. Go Play will send a message to confirm that the keys have been collected.
2. Go Play will make adequate steps to ensure your home is safe and secure in your absence, however Go Play cannot be held responsible for any accidents caused by your pet(s) or burglaries.
3. The Owner must provide all items necessary for the pet(s) to be adequately cared for in the Owner's absence. If any further items are required, Go Play will purchase these and include the cost in the following invoice.