

Terms & Conditions

By using Skye's Pet Care you are agreeing to these terms and conditions.

Registration form: A registration form is required to be completed before the service can be carried out. All details on the registration form should be completed by the owner of the pet the service is being booked for to the best of their ability. Details must be correct and up to date. If details are not correct then the service may be terminated. If there is a potential health and safety risk either to the general public, other animals being looked after by Skye's Pet Care, animals owned by the general public or to the service provider then the service may be terminated. Registration form can be completed prior to meet and greet over the phone or in person during the meet and greet.

Meet and Greet: Prior to receiving the service a meet and greet is required. The meet and greet is used to complete a registration form, meet the pet and collect keys. For group dog walks only meet and greets may include a mix with other dogs that they will be walked with to make sure they will get on. The registration form may also be completed over the phone prior to the meet and greet. Group walks only, if during the mix the dogs don't get on then we reserve the right to either cancel or rearrange the service you have booked.

Group dogs Walks: No more than 4 dogs will be walked at one time this is to ensure the safety of the dogs, the service provider and the general public. The number of dogs in a group will be dependant on the breed, sex and temperament of the dogs. The time of the walk does not include the pick up and drop off of your pet. If your dog has got a contagious disease or illness then Skye's Pet Care cannot provide the service until the dog has been signed off by the vet. Dogs will usually be walked in wooded areas, local parks, countryside foot paths or local lakes unless owner has requested otherwise. If we feel as though your dog is not happy in a group dog walk we may discuss other options with you such as a 1-on-1 session.

Weather: Some services may be dependant on weather. In extreme weathers such as heavy snow, extreme winds, flooding and extreme heat services may need to be cancelled, this is ensure the safety of your pet and the service provider. In the case of your service being cancelled you can either rebook at a different time for no extra cost or request a refund.

All dogs: Dogs must be up to date with vaccinations, flea and wormer (unless exempt by a vet), this is to prevent the spread of disease, illness and parasites. All dogs should wear a collar with up to date tag. All Dogs should also be microchipped. If your dog has got a contagious disease or illness then Skye's Pet Care cannot provide the service until the dog has been signed off by the vet. Skye's Pet Care will not be responsible for ill fitting equipment such as harnesses and collars. Dogs will be walked on leads we provide and would preferable be walked on a harness due to safety reasons. Any behavioural issues should be discussed prior to service being provided. If owners request dogs may be let off lead on walks however the dog should be familiar with the service provider and should have good recall. Skye's Pet Care will not be responsible for loss of dog if the owner has requested off lead time.

Drop in sessions: Food, cleaning products/ equipment, medication etc. should all be provided and there should be enough to last for the full length of service. For example if your pet gets one tablet of their medication a day and you're away for 7 days there should be at least 7 tablets to last until you get back. Details of care are discussed in the registration form, please provide as much detail as possible. We will only provide our service for the length of time booked if we feel this is not enough time we will contact you to discuss other options. There is no limit on the number of animals in a household however we will only do what we can in the time provided.

Basic Training session: 1hour training session includes roughly 30minutes exercise to warm up and cool off and 30minutes training. Training covered includes sit, stay, wait, down, leave it, heal work, recall, connection and socialisation. All ages of dogs are welcome to this service. All training is positively reinforced. Dogs can do the session alone or be accompanied by the owner. This is a 1-on-1 session.

Cats: Cats should be up to date with vaccinations to prevent spread of disease (unless exempt by a vet). If the pet has a contagious disease or illness the service will be cancelled until the pet has been signed off by the vet. If cats are allowed outside, then Skye's Pet Care will not be responsible for anything that could happen to the pet while outside. If the cat is required to be let back in when we do a drop in session, we will wait the whole length of the session but if the cat does not come back during this time we cannot wait for them. If cats are indoor only they should be kept secure ready for service provider, for example no open windows, not able to run out the door when we come in.

Medication: If your pet requires medication to be given while in our care we will administer it as long as it has been specifically prescribed to that pet by a vet, the medication is in date and has been stored correctly.

Other pets: All other pets should be kept in secure enclosures. Skye's Pet Care will not be responsible for any of the consequences that may occur due to pets being kept in unsuitable and unsecure accommodation.

Travel: Any animal that is traveling with us will be secured. Cats and small animals should be transported in a pet carrier which the owner should supply. Dogs will be either transported in crates which will be the correct size for the breed, or with a harness and dog seatbelt. We understand that some dogs may not enjoy travelling so we will try our best to keep journeys as short as possible. The vehicle is fully insured to transport animals.

House: By using Skye's Pet Care you are agreeing to us having access to your house to be able to provide our services. In some situations keys may be required to the house. These Keys should be a copy or second set of keys. If you are using the services on a regular basis you may want to consider making a copy of the keys specifically for Skye's Pet Care to use.

Insurance: Skye's Pet Care is fully insured for dog walking, pet sitting and dog training/ behaviour. For a copy of our insurance policy please contact us via email or phone and we can email or post you a copy.

Certificates: Diploma in Level 3 Animal Management at Distinction Level, Canine first aid, DBS checked. If you would like to see the certificates please contact us via phone or email.

Payments: Payments will be made prior to the service being provided. During the meet and greet would be a suitable time to make a payment.

Cancellation Policy: If you wish to cancel a booking please contact us via email or phone as soon as possible. You will have to give a minimum of 3 days notice prior to cancelling to be entitled to a full refund.