

Dandy Dogue Services – Terms & Conditions

1. Introduction

These Terms & Conditions set out the agreement between Dandy Dogue Services and the dog owner for home boarding, walking, and pet care services. By booking, you agree to these terms.

2. Business Details

Licensed by Torbay Council. Licence Number: 18949641. Fully insured and DBS checked. Operated by Mark and Wendy Kenny.

3. Services Provided

Home boarding (maximum 6 dogs), dog walking, and drop-in visits. All services are subject to suitability assessment.

4. Bookings and Acceptance

Bookings are confirmed only upon receipt of deposit. We reserve the right to refuse bookings for safety or suitability reasons.

5. Deposits and Payments

A non-refundable deposit is required to secure bookings. It forms part payment and reserves exclusive space.

6. Cancellation Policy

More than 28 days: deposit retained. 14–28 days: 50% payable. Less than 14 days: full fee payable. Early collection: full fee remains payable.

7. Vaccinations and Health

Dogs must be fully vaccinated and up to date with flea and worming treatments.

8. Behaviour and Suitability

We do not accept aggressive dogs or those unsuitable for home boarding.

9. Veterinary Care

We may seek veterinary treatment if required. Owners are responsible for all veterinary costs.

10. Liability

We are insured but not liable for pre-existing conditions or owner-supplied items.

11. Personal Property

Items are left at owner's risk.

12. Drop-off and Collection

Times must be agreed in advance. Late collection may incur charges.

13. Data Protection

Data is handled in accordance with UK GDPR.

14. Governing Law

These terms are governed by the laws of England and Wales.