



ABC Dog Training and Behaviour Extreme Weather Policy

Hot Weather: At temperatures over approximately 22 degrees celsius (air temperature), we may need to cut walks short to ensure the safety and wellbeing of your dog. If this is the case, an alternative, suitable provision will be put in place if possible (such as indoor enrichment or scent games) for the remaining time of the slot you have booked us for. You will be notified if this is likely to occur/the decision is made at the time of visiting your dog.

In the event of a heatwave (and at temperatures of 25 degrees or more,) it may be necessary to cancel the walk completely. If this is the case, you will be notified as soon as possible and an alternative, suitable provision will be put in place if required. This could be a drop in with indoor/shaded area enrichment for example.

If it is necessary to cancel your dog's slot altogether because of the heat, and an alternative provision is not required, then you will not be charged/any pre-payments made for the slot will be refunded.

We will try to be as accommodating as possible to offer an earlier or later walk when the temperature is cooler, subject to our availability.

Please leave out cooling vests/mats/bandanas/doggy sunscreen if you would like us to use them. Water will be taken out on walks during hot weather. Concrete will be avoided as much as possible.

Decisions around alternative provisions/cancellations will be made by ABC Dog Training and Behaviour influenced by your dog's individual needs, health, breed, and age as well as the temperature predicted for the time of your dog's slot.

Wet, Windy, and Stormy Weather:

Walks will go ahead despite the rain unless any of the following occur:

- A weather warning has been issued by the MET office

- There are significantly high winds which pose a safety risk to the walker or dog
- There is a significant amount of thunder and/or lightning which poses a safety risk to the walker or dog
- There is a risk of flash floods or there is flooding which poses a safety risk to the walker or dog
- Your dog is becoming agitated or distressed due to the wind/rain/a storm at any point of the walk (including setting off from home at the start)

If any of these events (or similar ones) occur (or are predicted to occur) an alternative, suitable provision will be provided if possible. This could include things such as a drop in with: indoor enrichment, trick training, scent games and play.

If your dog gets wet or muddy whilst on a walk with us, we will endeavour to towel dry them or brush dry mud off as much as we can in the short drop off period we have at the end of a walk. If your dog has gotten particularly wet or muddy we may cut the walk slightly short to accommodate for cleaning up time. It is helpful if you can leave out a towel (and brush) for us to use when we drop off your dog.

If you'd like your dog to not get too wet or muddy then please let us know and please provide us with a fleece or coat for them which covers as much of your dog as possible to prevent them from getting dirty. We will do our best to avoid mud, ditches, and puddles, but sometimes things such as long grass are unavoidable.

Any wet/muddy towels or dog coats used will be placed in a suitable place such as a sink, in a porch area, over a radiator, or on a hook in a place where they will not make other things wet.

If there is a hose pipe accessible to us and it would be helpful for us to use to get mud off of your dog before drying them off, then unless you express explicitly that you'd prefer we don't use it, we will use it to help clean your dog off if they are comfortable with it.

Cold Weather, Snow, and Ice: At temperatures under approximately 4 degrees celsius (air temperature), we may need to cut walks short to ensure the safety and wellbeing of your dog. If this is the case, an alternative, suitable provision will be put in place if possible (such as indoor enrichment or scent games) for the remaining time of the slot you have booked us for.



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You will be notified if this is likely to occur/the decision is made at the time of visiting your dog.

In the event of heavy snow or ice, it may be necessary to cancel the walk completely. If this is the case, you will be notified as soon as possible and an alternative, suitable provision will be put in place if possible. This could be a drop in for example.

If it is necessary to cancel your dog's slot altogether because of snow or ice, and an alternative provision is not required/possible, then you will not be charged/any pre-payments made for the slot will be refunded.

Please leave out dog jumpers/coats if you would like us to use them. Please leave out a towel so we can rinse/wipe off your dogs paws in case they have been walked on the pavement/by a road where they may have walked on grit/road salt.

In the event it is unsafe to drive but a slot is required to ensure your dog's welfare, we will endeavour to provide an 'on foot' service. Usual time slots will likely be affected, and we will notify you with a new estimated time slot with as much notice as possible.

Decisions around alternative provisions/cancellations will be made by ABC Dog Training and Behaviour influenced by your dog's individual needs, health, breed, and age as well as the cold weather conditions predicted for the time of your dog's slot.



ABC Dog Training and Behaviour Veterinary Expenses Policy

1. Emergency Situations:

- In the event of a medical emergency or accident involving a dog under the care of ABC Dog Training and Behaviour (ABC), the primary concern is the well-being of the animal.
- ABC will immediately contact the owner and follow their instructions regarding emergency veterinary care.
- If ABC are unable to reach the owner, ABC has the authority to seek prompt veterinary attention as deemed necessary by a licensed veterinarian. The emergency contact will be informed of the events taking place.
- If the owner would like an alternative arrangement to be made, this must be provided in writing, and be for an explicit reason. ABC has the right to decline this request if the dog's welfare is at risk.

2. Emergency Veterinary Care Authorisation and Expenses Coverage:

- By engaging the services of ABC, and completing the 'Customer Agreement & Data Capture' form successfully, clients authorise ABC to seek veterinary care in case of emergencies and the client agrees to be responsible for all associated veterinary expenses.
- Clients are required to provide up to date contact information for themselves and at least 1 emergency contact who can make decisions and assume responsibility for all veterinary expenses on their behalf if they are unreachable.
- If ABC are unable to reach the client or their designated emergency contact/s then an attempt will be made to add this to your account at the veterinary surgery.

- In the event this isn't possible and the sum must be paid immediately then ABC shall cover the veterinary expense.
- Should ABC be required to cover emergency veterinary expenses, it is required that the sum is reimbursed to us at the earliest available opportunity by the client (or the client's emergency contact.) This should be completed no later than 24hrs after the expenses have been covered.

3. Routine Veterinary Care:

- Routine veterinary care, including vaccinations, flea/tick prevention, and regular check ups if the responsibility of the dog owner.
- Vaccinations and flea/tick prevention should be up to date.
- ABC will inform clients of any concerns about a dog's health they have noticed while they are in the care of ABC. However, the ultimate responsibility for veterinary care remains with the owner.

4. Documentation and Communication:

- ABC will keep detailed records of any veterinary care provided to the dog, and keep the owner up to date whilst any veterinary care is being provided to the dog.
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ABC Dog Training and Behaviour Expenses Policy

Whilst caring for your animal, we are occasionally faced with a situation where it is necessary to make a small purchase to ensure the welfare of your pet and to maintain the high level of care we strive to provide. This may include things such as:

- Dog food (if your supply runs out)
- Specific dog treats (if we can't feed our ones due to allergies etc)

We will notify you if there is a need to make a small expense before making the purchase. For your convenience ABC will cover the cost of this small expense and request that the total sum is reimbursed no more than 24hrs after the completion of a dog sitting.

(When ABC Dog Training and Behaviour are caring for your animal, an 'expense' is defined as 'a purchase necessary to ensure that we can care for your dog properly'. Typically this will be under £20. In some cases it may be more (for example: if you specify we buy a large bag of dog food for your long term upon your return, rather than a small bag just for the duration of the dog sitting. This must be explicitly agreed by both ABC and the client in writing before the purchase is made.)



ABC Dog Training and Behaviour
House Sitting Deposit, Cancellation, and Facilities Policies

1. Deposit Information and Policy:

- A non-refundable deposit of 20% of the total amount invoiced for a house sitting is necessary within 72 hours of receipt of the invoice to secure your booking.
- Without this deposit being paid, other bookings may be accepted in place of yours.
- Without this deposit being paid, ABC are entitled to remove a provisional booking you may have expressed interest in.
- Information specifying the exact amount due to be paid for the deposit will be specified on your invoice.

2. Cancellation and Notice Policy:

- No refunds will be given for cancelled contracts once the invoice has been issued.
- If you should find it necessary to cancel (or amend the time/dates/location) of a commencing service, it is required that you give a minimum period of notice to be considered for rescheduling the service where possible/applicable:
 - 48 hours minimum notice for commencing services which cost up to £125
 - 7 days minimum notice for commencing services which cost up to £379
 - 10 days minimum notice for commencing services which cost more than £380
 - 14 days minimum notice for commencing services which cost more than £500

Exceptional circumstances and emergencies are considered at ABC's discretion.

Facilities Policy:

When we come to care for your dog and home, we treat them like our own. Whilst delivering this high level of service for you, we expect a minimum level of care to be taken on our behalf too. In order to be ready for a pet/house sitter, please ensure you are providing us with the following facilities during our stay in your home:

- Hot running water.
- Electricity supply.
- A clean and fully functioning kitchen including: food preparation, cooking, and storing facilities, kitchen sink and washing up area.
- A clean and fully functioning bathroom including: sink/shower area, and toilet.
- Clean, fresh bedding if we are not providing our own - this will have been discussed with you prior to the sit. (We offer to strip the bed at the end of any stays longer than 2 or 3 nights.)
- Any particular cleaning products/equipment you wish us to use at the end of our stay. (On all stays longer than 3 nights, and all Diamond and Gold sits, a basic cleaning service of any rooms used during the stay is provided.)
- The location of any and all cameras in your home/filming your property will be disclosed before the service is provided.
- Manuals and instruction booklets (or explanatory videos) to be left for appliances, heating and hot water systems etc.
- The appropriate 'Dog/House Sitting' section of the agreement will be completed and returned before the service is due to commence.

Failure to adhere to the requirements of the Facilities policy and not providing adequate facilities to carry out the booked services for you may mean the service is terminated without refunding.

We recommend you also familiarise yourself with the [Full Terms and Conditions](#) of business for ABC Dog Training and Behaviour. If you have any questions or specific requirements you would like us to consider implementing for your dog, where possible, then please contact us directly via either abcdogbehaviour@gmail.com or 07580 159947.