



The Fairy Dogmother Weddings Terms and Conditions

Updated 21.02.2021

Terms and conditions of service in relation to The Fairy Dogmother Weddings chaperone services (“we”/”us”/”our”) and the client (“you”/”your”). “Dog” may also mean more than one dog if required.

Note that by paying your 30% deposit you are accepting these terms and conditions.

Please remember that we are not a dog sitting service – we chaperone your dog at an event that you are attending so that your dog can also take part, but we can look after them when they are not required or need a rest. We do not take dogs to our home to look after whilst you are getting married and we do not board dogs overnight either. We are able to look after dogs in your home or in your hotel room (or similar) after your wedding whilst the reception is taking place if necessary.

Quotation and Invoice

A personalised quotation will be generated following an initial consultation with you either in person, over the phone, via email or via video conferencing. This quotation will clearly state all services to be provided, the cost of each service, and, if required, any associated lengths of time. The quotation will be emailed directly to you from our email address (fairydogmotherweddings@outlook.com) along with these terms and conditions. We cannot be held responsible for the email being wrongly classified as ‘junk’ mail by your email service provider and we recommend adding our email address to your list of approved senders. If you wish to amend anything on your quotation you can contact us and we will send you a new quotation.

Each quotation is valid for a period of 4 weeks from the date of issue. After this time a new quotation will need to be emailed to you if required. In order to continue with the booking you will need to accept the quote and pay a 30% deposit. An invoice will then be emailed to you. The rest of the balance due must be paid no later than 4 weeks before your wedding date. If the invoice has been issued, but you wish to add something to your booking at a later date, such as reception chaperoning or more hours chaperoning, then you must let us know as soon as possible. If this is agreeable with our schedule then we will re-issue you with a new invoice showing any additional services which will cause your first invoice to become void.

Booking Dates

We strongly recommend contacting us to enquire about our availability as soon as possible. In the busier summer months popular dates around bank holidays or weekends may be booked up quickly, meaning we may be unable to help you.

Once you have paid your deposit your booking becomes secured and we will not book anybody else for that period of time. If we are only required at your wedding for a few hours in the morning then we may also have another booking for later in the afternoon. Therefore it is essential that, if you think your plans may change and you may want us to chaperone for longer after your wedding, you let us know as soon as possible so that we can make sure we can fulfil your request. Similarly, if you decide to have a rehearsal that you’d like us to attend with your dog, please let us know as soon as possible so we can check our availability.

We are able to offer our services on every day of the year, except Christmas Day. There is no surcharge applicable for Bank Holiday bookings.

Payment

All payments associated with your booking, including the initial 30% deposit and any invoice payments, can be paid either with cash, by bank transfer or by cheque. When we receive any payments we will email you a receipt for your records and update your invoice accordingly. You do not need to pay your balance in one transaction. You can pay your balance in as many amounts as you wish, as long as the full amount is received before your balance due date as stated on your invoice.

If paying by bank transfer we will give you our bank details for you to set the transfer up from your banking app, website or in branch. These details will also be available at the bottom of your invoice.

If you wish to pay by cheque then this must be received in good time of any 'due by' dates, and can either be given to us in person or posted to our address. You must write your name and address on the back of the cheque.

Please note that by paying your 30% deposit you are accepting these terms and conditions of service and confirm that you have read and understood them.

If you wish to extend our chaperone times during the wedding day itself (and if we are able to) then we will be happy to do so. The payment for this extra time chaperoning can be paid in cash directly to us on the day or by bank transfer before we finish our duties.

The Rose Package

This package includes all the necessary arrangements for you to have your dog at your wedding. The price of this package can change without warning and at any time. However, once you have made a booking, your price will not change or increase. It includes the following:

- A free no obligation initial consultation to discuss your requirements and allow us to offer advice and guidance on how to involve your dog if required. This can take place in person (i.e. at your home, at the wedding venue itself, at a dog friendly café or other similar venue), over the telephone, via email, or via video conferencing software (i.e. Zoom, Skype). We will ask you about your venue, what you are looking for and discuss how your dog can be involved. After the discussion we will then produce a quotation and email it to you.
- We will collect your dog before your wedding (from your home, hotel, boarding facility, friend/family member's house or similar) and transport them to the wedding venue. We will not be able to collect your dog too far in advance of your wedding time unless there is somewhere at the wedding venue or hotel where we can wait with your dog. We cannot take your dog back to our home to look after before going to the wedding venue. The only difference to this is if you have arranged for us to bath and tidy your dog on the morning of the wedding. Then we will be able to collect your dog earlier to factor in enough time to get them properly groomed. Any collection time will be agreed upon in advance of the day. If you are taking your dog to the wedding venue yourself then we will arrange to meet with you to collect your dog at the venue.
- Total round trip mileage of up to 50 miles. This is taking into account all routes we will take from leaving our house to returning back to our house at the end of the service. An example mileage calculation could be from our house to yours to collect your dog, then to the wedding venue, then to the reception venue, then to a friend's house to drop your dog off, before going back to our house at the end. All journeys will be counted towards the 50 miles. Mileage will be calculated using Google Maps journey planner. Any miles over 50 miles will be added as an additional extra on your quotation at 45p per extra mile.
- Safe and secure transport in our fully insured, air conditioned car. The car is fully insured for business use and we are fully insured to transport and chaperone your dog.
- We will arrive with your dog approximately 30 minutes before the ceremony starts. This is so that your dog can be there to greet guests as they arrive and pose for any informal photos with them. However, if the start of your ceremony coincides with the end of a previous ceremony, then we will wait near to the entrance until the previous party have moved on so as not to get in their way. If you would like us to arrive earlier than this for any photos then just let us know.
- There will be a total of approximately 2 hours chaperoning on site for the wedding ceremony itself, including arriving around 30 minutes beforehand, the ceremony itself and the photographs afterwards.

This may not need the full two hours but it's best not to be rushed. These 2 hours don't include any travel, just chaperoning at the site itself.

- When we arrive at the venue we will give your dog a quick brush up and neaten any untidy fur hanging over their eyes (if necessary) and give them a spritz of fragrance spray to make them smell lovely. If you would prefer we didn't use a fragrance spray (i.e. if your dog has any skin conditions or similar) then just let us know and we won't.
- We will take care of all comfort breaks, toileting, exercise and rest periods as well as feeding your dog if required. If your dog is normally fed at certain times of the day then we recommend keeping to these times as much as possible. We are happy to feed any sort of food whether it be dry kibble, wet or raw food (we can provide a chiller box to keep raw food fresh if required). Fresh water will be available at all times too. We will provide food and water bowls but if your dog requires a special food bowl, such as a slow-feeder, then we are happy to use your bowl instead. It is also ideal if you can provide a bed or blanket for your dog to rest on during the day so that it smells familiar and comforting to them. We also ask if you can provide a toy or chew for your dog to have during rest periods to keep them occupied if they don't want to sleep.
- We will try our very best to keep dogs away from muddy puddles or dirt but accidents can happen. If your dog does get any muddy paws or dirty ears or similar then we will clean this off to the best of our ability with the facilities we have. We will not purposely walk your dog in a muddy or dirty area. They will be clean and presentable for the photographs.
- We will also assist the photographer, where necessary, to get your dog to look at the camera for any photos they are in. If you have provided any toys then we may use these to wave around or we can squeak a ball or make some funny noises if required too.
- You can hire any of our accessories to put on your dog for the day. We will have a small selection of bow ties, ties, flowers, collar accessories, ring bearer accessories, smart leather collars and leads and other accessories. Alternatively, you are more than welcome to purchase your own accessories for your dog to wear for the day and we can put these on for you when we arrive. Alternatively, many florists can provide a corsage-style flower attachment to put on your dog's collar which will perfectly match your wedding flowers.
- At the end of the ceremony we will drop your dog off at your house, a friend/family member's house, pre-arranged boarding facility or at your hotel room if your dog is staying with you. We can further supervise your dog at your house or in your hotel room until the end of the day if you don't want to leave your dog alone. We cannot offer home boarding in our home or overnight chaperoning.
- Further unlimited support over the telephone, email, text, Zoom/Skype or face to face if required, including a familiarisation walk with your dog if needed.

Additional Extras

In addition to all the services provided above in the Rose package, the following extras can be added on to your package:

- Extra mileage over the included 50 miles is 45p per mile.
- Additional dogs are £20 per dog. We are happy to chaperone more than one dog and can chaperone any size of dog, as long as they all fit safely in our car for transport. We can also chaperone dogs from your other family members if they are also required to be in attendance for photographs etc. as long as all dogs can be transported and chaperoned together.
- Rehearsal or dress rehearsal attendance with your dog. This can be beneficial if you are looking at having your dog as a ring bearer so that you can practice calling your dog to you, or practice walking down the aisle with your dog. If you don't want a rehearsal at the venue we can help with practicing in your home too.
- Reception attendance – we will chaperone your dog at your reception for photographs, the meal, speeches, party etc. Your dog may not be in the room at all times if it is too much for them but we will make sure we are available at all the necessary times.
- Reception chaperoning – we will look after your dog away from the reception whilst it is taking place, either in your hotel room, another room at the reception venue, or at your house until the end of the celebration. No overnight chaperoning is available.
- A pre-wedding bath and tidy, either on the morning of your wedding or a day or two before your wedding. This would take place at our grooming salon in Tamworth, Staffordshire. We will not provide

a full groom service where the coat is cut and styled (unless you are currently a customer of The Fairy Dogmother Dog Grooming Salon), only a bath and tidy up which includes a bath, dry, thorough brush through and light trim of face, feet and hygiene area. We cannot provide a bath and tidy service on the morning of your wedding if your wedding date is on a Sunday or any Bank Holiday. In this case it would need to be arranged for another time. Alternatively, you can arrange for your dog to be groomed before your wedding at your usual grooming salon. If you want us to groom your dog in advance of your wedding you must let us know as soon as possible so that we can book you in for a suitable date and time.

- Hand-made crochet flower bows can also be made to adorn your dog's collar, lead or harness. These can be made in any colour/size combination and any number of flowers. We can show you examples of the flowers and their sizes (small, medium and large) during the initial consultation or we can also send photos of them over email if we haven't met you in person yet. These flowers can be made to match your colour scheme and we can provide as many flowers as you like (as long as we have enough notice to make them). You can keep these flowers after the ceremony as they have been made especially for your dog.
- If you have any other requests or ideas then we would be happy to discuss them, and we'll do our best to accommodate them where possible.

Cancellations/Changes

Once a deposit has been paid then the booking is considered confirmed. If you need to cancel your booking after your deposit has been paid then you will receive a refund of the monies paid, excluding your deposit. If you cancel your booking within 2 weeks of your wedding date then you are not entitled to a refund.

Date changes can be made to your booking up to 2 weeks before your wedding date. All monies paid, including your deposit, will be transferred over to your new date. If you transfer your date within 2 weeks of your wedding date you will be required to pay another 30% deposit amount (the rest of your balance will be transferred over). In the event that we are not able to attend your wedding on the new date that you want to transfer to, because we are already booked, then we will issue a full refund of all monies paid, including the deposit.

Transporting Your Dog

We can either collect your dog from your house, friend/family member's house, boarding facility or hotel before your wedding or you can take your dog to the venue yourself, where we will meet you and take your dog.

If we are transporting your dog then they must be transported in a secure travel crate, which you can provide (if you have one for your dog), or we can use our own large travel crate instead. Your dog may find it more comfortable if their own bed or blanket was in the crate for familiarity, and your dog can also use this bed/blanket when resting during the day. We cannot transport any dog that is unrestrained in any way and cannot have any dogs sitting on any of the car seats either. This is for your dog's safety as well as ours.

Fleas

Please be aware that if we are transporting your dog in our car and fleas are found on your dog then we will require an extra £15 to flea treat our car, travel crate and all accessories. By paying your deposit you are accepting these terms and conditions regarding this extra cost if needed. We strongly recommend flea treating your dog regularly with a veterinary-prescribed flea treatment before your wedding (but not within 48 hours before or after a bath as this will drastically reduce the effectiveness of any spot on treatments).

Pet ID Tag

The Control of Dogs Order 1992 states that any dog in a public place must wear a collar with the name and address of the owner engraved or written on a tag (including a phone number is optional). Your dog must have an ID tag on their collar or harness but if you don't have one then we will attach our own small ID tag with our contact information on. This can be removed for photos if necessary but will be left on during all other times.

Behaviour

You must let us know if your dog has any behavioural issues that we need to be aware of. These could include things such as your dog isn't happy around men, people who are riding bicycles, cats, squirrels, other dogs, children etc. We need to be aware of any dislikes so that we can watch out for any triggers and keep your dog under control and, if necessary, remove them from the situation.

Things To Provide On The Day

We can provide everything for your dog including a blanket, crate bedding, treats etc. but some dogs like their own home comforts. If you can provide them, your dog may appreciate familiar bedding, a toy or two, something to chew on and treats. We will have a large supply of different treats for keeping your dog focused and under control during the day but if your dog has dietary needs or allergies then we request that you provide us with a supply of treats for us to use with your dog instead. We don't provide food for your dog, as every dog is on a different diet, but if your dog would normally have a meal during the time we are chaperoning them then you should provide us with a portion of food in a sealed bag for us to give to your dog at their meal time. All belongings will be returned at the end of the day when we drop your dog off at the required location.

You must also provide a safe and secure collar or harness and lead. If collar or harness straps or buckles have been chewed and are weak, or if leads have been chewed and are frayed, then we may change them for our own collars and leads as we cannot risk the buckles snapping or the lead breaking and your dog escaping. If you do not want us to use our own equipment then you must make sure yours are safe and secure and, if they are not, then you are responsible for purchasing new ones.

You should also nominate someone who is attending the wedding, such as a parent, family member or close friend in the wedding party, who can be our point of contact on the day. This person must have our phone number and we must have their phone number as we won't be able to contact you to ask any questions if you are busy preparing for your wedding. This person will be responsible for letting us know where and when we are needed (if this hasn't already been sorted out), and will be able to contact us if anything has changed.

Information We Need To Hold

During the initial consultation process we will request information from you including your name, address, contact number, email address, wedding venue information, wedding date and time, your dog's information (including age, breed etc), your dog's vet information and information about what you are looking for regarding the chaperone package and any additional extras. This information will be held securely on a database system and no information will be used for any other purpose other than for contacting you regarding your booking. No personal details will ever be sold or passed on to anybody else.

Emergencies

Accidents can happen and, in the unfortunate event of an emergency with your dog on the day of your wedding, we may need to seek urgent veterinary treatment. We are certified in animal first aid and we will carry a dog first aid kit in our car at all times for minor injuries, but if your dog has an emergency that requires urgent medical intervention then we will take them either to their usual vet (if it is near enough) or to the nearest vet that is open. You will be liable for any veterinary treatment costs incurred. We will contact you or our point of contact as soon as possible though for you to give permission for any treatments.

Other Events

We are happy to consider chaperoning at any other events where your dog will be attending with you, including, but not limited to, funerals, entertainment events etc. Please contact us with more information for a quotation.