

## **Terms and Conditions for Registration of Commercial Dog Walkers**

It is the applicant's responsibility to ensure they and all their employees comply with the Code of Conduct.

All applications are subject to final approval by the authority where documents will be checked.

If the authority is satisfied that the applicant is a responsible dog walker, they will be added to the list available to the public and identification card(s) will be issued. Allow 2-4 weeks for the processing of applications. Please note that changes to the website list may take longer.

If the authority rejects the application, details as to why will be given to the applicant to give the opportunity to correct. Please note that there may be an additional fee if substantial changes are required so may be treated as new application.

Refused applicants have the opportunity to appeal in writing to the Licensing Manager if they disagree with the decision. Appeals will be considered and responded to within 28 days.

Any complaints received regarding registered dog walkers will be put to the company. If serious or multiple substantiated complaints are received the company may be removed from the registration list. Appeals regarding this decision should be made to the Licensing Manager.

If a company is removed from the registration following complaints they may be allowed to reapply in the future if can demonstrate changes have been made to their procedures.

Copies of Insurance certificates must be forwarded to the Local Authority every year and copies of first aid certificates must be provided every three years or the registration may be removed and the company will have to apply again.

It is the applicant's responsibility to forward updated certificates on time and reapply on time every three years. The Local Authority will not send reminders