

Terms of Service for Drive My Dog Ltd

Welcome to Drive My Dog! These Terms of Service outline the agreement between Drive My Dog Ltd (referred to as "Drive My Dog," "we," "our," or "us") and our users (referred to as "you" or "your"). By accessing or using our website (www.drivemydog.co.uk) and our services, you agree to abide by these Terms of Service.

1. Service Description

Drive My Dog is an online platform that connects dog owners with reliable and trustworthy dog drivers. Our platform allows users to book transportation services for their dogs, ensuring safe and reliable transportation.

2. User Responsibilities

2.1. Account Creation: In order to use our services, you must create a user account. You agree to provide accurate and complete information during the registration process. You are solely responsible for maintaining the confidentiality of your account credentials and are liable for any activities that occur under your account.

2.2. Use of Services: You agree to use our services solely for lawful purposes and in compliance with all applicable laws and regulations. You shall not misuse our website or services in any way that may impair their functionality or interfere with other users' experience.

2.3. Pet Health and Safety: As a dog owner, you are responsible for ensuring that your dog is in good health and properly vaccinated. Drive My Dog is not liable for any health-related issues that may arise during transportation.

3. Booking and Payment

3.1. Booking: By requesting a dog transportation service through Drive My Dog, you agree to provide accurate and complete information regarding your transportation needs, including pick-up and drop-off locations, dog's information, and any special instructions.

3.2. Pricing and Payment: Drive My Dog's pricing is available on our website and may vary based on factors such as distance, duration, and additional services. Payment for services must be made in accordance with our payment policies, which may include upfront deposits or full payment prior to the service.

4. Cancellations and Refunds

4.1. Cancellation by You: If you need to cancel a booked service, please refer to our cancellation policy, as outlined on our website. Depending on the timing of your cancellation, you may be eligible for a refund, partial refund, or incur cancellation fees.

4.2. Cancellation by Drive My Dog: Drive My Dog reserves the right to cancel or reschedule a service due to unforeseen circumstances, such as inclement weather or driver unavailability. In such cases, we will notify you and work towards finding a suitable alternative or provide a refund.

5. Limitation of Liability

5.1. Drive My Dog shall not be held liable for any damages, losses, or injuries arising out of or in connection with the use of our services.

5.2. Drive My Dog does not assume responsibility for any damage to personal property or any injuries incurred by dogs during transportation.

6. Intellectual Property

All intellectual property rights related to Drive My Dog, including its website, logos, and content, are owned by Drive My Dog Ltd. You may not use, reproduce, or modify any of our intellectual property without our prior written consent.

7. Amendments to Terms of Service

Drive My Dog reserves the right to modify or update these Terms of Service at any time. Any changes will be effective immediately upon posting on our website. Continued use of our services after such changes shall constitute your acceptance of the modified Terms of Service.

8. Governing Law and Dispute Resolution

These Terms of Service shall be governed by and interpreted in accordance with the laws of the United Kingdom. Any disputes arising out of or in connection with these Terms shall be submitted to the exclusive jurisdiction of the courts of the United Kingdom.

By using Drive My Dog's services, you acknowledge that you have read, understood, and agreed to these Terms of Service. Please make sure to review these terms periodically for any updates or changes. If you have any questions or concerns, please contact us at

Last updated: [07/12/2023]

