

## **POLICIES & PROCEDURES**

### **1. Booking**

- 1.1 The pet service provider will provide a time interval during which collection and drop off will occur. If an unforeseen situation arises, the time interval may be adjusted. Collection and drop off will be agreed at either the Clients Premises or the Pet Services Provider or a combination of both.
- 1.2 Bank Holidays will incur additional fees of double time.
- 1.3 An in-home consultation is required, prior to reservations.
- 1.4 All bookings must be made at least 14 days in advance.

### **2. Cancellations**

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded.
- 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking will require 50% payment for services.
- 2.3 All bookings cancelled within 48 hours will be payable in full.
- 2.4 If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours notice.

### **3. Aggressive Animals**

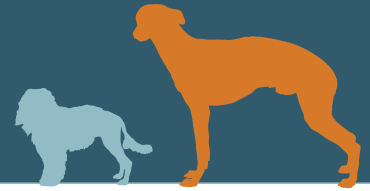
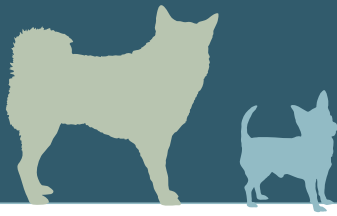
- 3.1 The pet service provider will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 3.3 Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4 We will not walk unruly or untrained dogs.
- 3.5 If the client's dog(s) whilst being walked shows aggressive tendencies towards the pet service provider or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected.
- 3.6 The client must disclose any Acceptable Behaviour Contracts and/or any Community Protection Orders that have previously been or currently enforced by the police.

### **4. Unforeseen Purchases**

- 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

### **5. Keys**

- 5.1 The pet service provider will obtain your house key during the in-home consultation if required.
- 5.2 It is recommended that your keys remain in the pet service provider's custody for convenience in future use of our service.
- 5.3 Your keys will be kept in a secured lock system and are coded for your protection.



## **6. Updates**

6.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

## **7. Privacy Policy**

7.1 All of your information will be kept private and confidential.

7.2 Your pet service provider highly respects our clients' entrusting us with the care of their home and pets.

7.3 All of our records will be stored in compliance with the Data Protection Act 1998.

## **8. Insurance**

8.1 All reasonable care is taken to ensure the integrity and suitability of the care provided.

8.2 The pet service provider has valid public liability insurance, for the peace of mind of its clients.

8.3 The insurance only covers the sitter when working for the pet service provider, for the duration of the selected service, and only for services arranged with the pet service provider.

8.4 It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the job.

## **9. Additional Pet Care Assistance And Other Scheduled Services**

9.1 The pet service provider does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.

9.2 Please inform us at the time of consultation of anyone who may have access to your home while you are away or out that may be there when collecting the pet/s. This includes cleaning services, maintenance personnel, friends, family and neighbours.

9.3 It is understood that the client will notify anyone with access to the home that the services of the pet service provider have been engaged.

## **10. Inclement Weather**

10.1 You will entrust the pet service provider to use best judgment in caring for your pet(s) and home at the time of inclement weather. The pet service provider will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

## **11. Medication/Vaccinations/Immunisations**

11.1 The pet service provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.

11.2 Under no circumstances will the pet service provider service any pet that has any form of active contagious illness.

11.3 If the pet service provider is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

## **12. Harnesses/Collars/Leads**

12.1 Please provide secure harness/es, collars with appropriate tags for all visits. All dogs will be walked on leads at all times.

## **13. Fences and cat flaps**

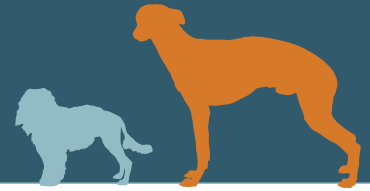
13.1 The pet service provider does not accept any responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area.

13.2 This includes electronic, wood, metal or any other type of fence, or in premises that contains an unlocked cat flap.

## **14. House Cleanliness**

14.1 The pet service provider is not responsible for carpet/ flooring stains created by your pet(s) in your home

14.2 If there are accidents in the Pet Service Providers home there will be a charge of £50.00 soiling fee.



**15. Social Media Accompanying Visitors**

15.1 Pictures of your pet may be used in marketing on social media or the website. This will not be related to your name, address, holiday details.

**16. Changes to return date**

16.1 The pet service provider carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.

16.2 In the event that the client is delayed on return, they must inform the pet service provider immediately, and the pet service provider will use its best endeavours to make alternative arrangements for continued cover, even when the original sitter is unable to continue with care following the booking end date.

**17. Payment**

17.1 The pet service provider accepts cash/BACS.

17.2 A 50% non-refundable deposit is payable to the pet service provider at the time of booking for residential stays.

17.3 The remaining balance is due on or before the first date of the booking.

17.4 Where services are required long term such as on going walks or day care, the client will make payment on a monthly basis on receipt of an invoice. And settle any outstanding additions within 14 days of the last day of the month. Any late payments will include an additional invoice reminder fee of £25.00 and interest rate of 8%.

17.5 Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

**18. Cost of Services**

18.1 Dog Walking: The cost of this service is £15.00 for a one hour walk/exercise session with each additional dog from the same household charged at £12.50.

18.2 Doggy Day Care: the cost is £30.00 for the first dog and £25.00 each for any additional dogs from the same household. Time of collection and drop off will be added once agreed between Pet Care Provider and Client.

18.3 Training: Training if there are NO behavioural issues is £75.00 for assessment and then £40.00 per hour after that.

18.4 Behaviour is £175.00 Initial Consultation then £60.00 per one hour session after that.

18.5 If you live outside of Bournemouth there is also an additional £0.45p per mile travel charge.

18.6 Residential: The cost for an overnight stay is £40.00 per dog and is based on a 24hr period. If the stay goes over this period a day care charge will be incurred. There is a £50.00 soiling charge.

**19. Liability**

19.1 The pet service provider shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the pet service provider's reasonable control.

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I, \_\_\_\_\_ (print name clearly) have read, understood and agree to the policies and guidelines of the pet provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the pet service provider.

Signed ..... Date .....

(Client)