



## **A&S Small Pet Services Terms & Conditions**

### **1. General**

- 1.1. All clients will be deemed to have accepted A&S's terms and conditions (as laid out here) upon signature of the completed pet agreement. All bookings are subject to these terms and conditions. Variation to these terms may be made periodically however you will be notified of any pending changes by email.
- 1.2. Information given in the initial consultation when the agreement was completed will be used unless we have been notified by the client of any changes in your pet's condition or requirements/change of address or phone number. These agreements will be updated periodically.
- 1.3. If we are required to make an extra trip to collect a key or return a key after a booking, this will be charged at £5.00.
- 1.4. Photos are taken of your pets in their home environment and emailed to you periodically whilst you are away. A&S will be permitted to post these photos on the business Facebook page unless you state otherwise. These photos will only ever be shared upon you returning from your holiday for safety reasons.

### **2. Charges**

- 2.1. Our charges are set out on our website and will be discussed with you at the time of booking. Charges will change periodically and this will be discussed with you prior to any increase.
- 2.2. After meeting for the initial consultation when the pet agreement and terms and conditions will be signed, A&S will send you a scanned copy of the completed paperwork. In addition an invoice will be attached detailing the amount for the pet visiting booking, 50% deposit will then need to be paid within 2 working days of this invoice being emailed. Thereafter the outstanding balance must be paid in full 3 days before the booking commences. If this amount is not paid the booking will be cancelled and the client will be responsible for collecting the key. If you decide to cancel the booking more than 2 weeks prior to the commencement date the deposit or the full amount for the booking will be refunded. Cancellation within the 2 week period prior to the commencement

date will not be refunded. Dog walking clients will be sent out weekly after your dog has been walked. Payment must be paid weekly. Any cancellations made within 48 hours of A&S coming to walk or visit your dog will still be charged at the normal dog walking rate. Should any regular dog walking client cancel 3 days or more consecutively 1 weeks notice must be given otherwise the regular dog walking charges will apply.

- 2.3. Payment can be made by direct bank transfer or cash only. The preferred method is via a direct bank transfer, details of which are on the invoice.

### **3. Your Pet**

- 3.1. It is vitally important that you give A&S an honest and up to date account of your pets needs/health issues and any behavioural problems that may be encountered on a day to day basis. A&S has the right to cancel any booking/dog walk should this information be withheld or not provided.
- 3.2. If your pet becomes unwell during any of our services, the client will be immediately notified. You are solely responsible for any fees that occur from veterinary treatment. In an emergency A&S will make arrangements to take your pet to their own veterinary practice.
- 3.3. All clients are solely responsible for ensuring there is enough food, litter, and bedding for their pets whilst A&S is engaged with your booking. For longer bookings where fresh vegetables may be needed, this can be organised by arrangement.
- 3.4. A&S will not be liable for any injury, disappearance or death of any cat, small pet, or any birds that have access to the outdoors whilst completing the booking.
- 3.5. A&S will not be held liable for any theft or damage to your property or illness/injury to your pet unless we can be shown to be negligent.
- 3.6. A&S will not be liable for any indoor cat that bolts out of the door upon entry to the property at the start of a visit. Please ensure all extra precautions are in place to prevent this happening.

### **4. Dog walking**

- 4.1. The Control of Dogs Order 1992 states that "Every dog while on a public highway or place of public resort must wear a collar with the name and address of the owner inscribed on it, or a plate or badge attached to it". Failure to do this will result in the walk being cancelled for that day.

- 4.2. All clients must provide either a suitable collar or a harness for their dogs to be exercised with. Any wear and tear to the harness will be the sole responsibility of the owner. Dogs will not be exercised if wearing a prong, choke or an electronic collar.
- 4.3. Any owners that require their dogs to be exercised off-lead MUST sign the reliable recall form at the time of booking. A&S will not be liable for any injury, theft or disappearance of a dog or dogs during a walk unless we are seen to be negligent.
- 4.4. Clients must provide a supply of suitable poo bags during their dog's walks.
- 4.5. All clients must provide a doggy water bottle for their pets during warmer periods of the year. Should this not be provided then A&S will provide a communal water bottle that other dogs may have also used on that day.
- 4.6. Owners are responsible for providing any doggy treats should this be required.
- 4.7. A&S will reserve the right to cancel any dog walks during very warm periods of weather. During this period any dog walks can be changed to a dog visit which will ensure the dog has a toilet and a company break with games to be provided in the house or if appropriate in the garden.
- 4.8. Walks may need to be cancelled during any extreme weather conditions such as very cold/icy weather/thunder or torrential rain. Should this happen all walks will be changed to a visit.
- 4.9. One week's notice will be required should you decide you no longer require your regular dog walking slot with A&S. A regular slot would mean a client who has their dog walked every week even if this is just one walk in 7 days.
- 4.10. Unspayed bitches will not be walked whilst they are 'in season' and as an alternative a play session/visit will be provided as an alternative.