



## **PET GUARDIANS**

# **TERMS AND CONDITIONS**

### **Holiday Charges: Christmas & New Year**

Dog walks and pet feeds on the following days incur an additional charge:

Christmas Day, Boxing Day & New Year's Day.

### **Rates for Christmas/New Year**

Dog Walking (1 Hour) - £13

Dog Walking (3/4 Hour) - £11.50

Dog Walking (1/2 Hour) - £10

Feeding (1 pet) - £9

Feeding (2 - 4 pets) - £10

**All other public/bank holidays (including Easter) are charged at our normal rate.**

### **Emergencies**

The client must provide *Pet Guardians* with the name and contact details of an individual capable of making decisions relating to the pet(s) in an emergency situation. If this person cannot be reached, *Pet Guardians* reserves the right to consult with the veterinary surgeon and make a decision based on his/her advice and in the best interests of the animal.

The client is responsible for any veterinary fees, no matter how they are incurred, whilst pets are in the care of *Pet Guardians*.

### **Bookings**

No booking is confirmed until *Pet Guardians* have met with the client and their pet(s) and have completed the required paperwork.

### **Payments - Pet Feeding**

Full payment is required prior to the commencement of the contract. Payment can be made via our website by Paypal or debit/credit card, cheque or cash.

## **Payments -Dog Walking**

Payment is required either weekly or monthly in advance. Payment can be made via our website by Paypal or debit/credit card, cheque or cash.

## **Non-Payment / Late Payment of Fees**

We try to be as flexible as possible regarding payments but if a client is having trouble paying for our services, they must speak to Pet Guardians immediately.

## **Non-Payment**

Clients will be sent two reminders for payment after which, Pet Guardians reserve the right to cancel any contract with immediate effect. Any outstanding payments will be pursued in the Small Claims Court.

## **Late Payments**

Clients will be given two warnings after which, Pet Guardians reserve the right to cancel any contract with immediate effect. No further services will be provided until the account has been brought up to date and assurances given that no further problems will arise.

## **Insurance**

Although *Pet Guardians* is insured against Public Liability, wherever possible pets should be insured by the client. *Pet Guardians* reserves the right to refuse new clients if their pet is not adequately insured.

Pet Guardians will care for your pet as you would, including administering vet-prescribed medicines and whilst we make every effort to ensure your pet is well looked after in your absence, Pet Guardians cannot be held liable for any loss, injury or death to a pet either inside or outside the home whilst in our care.

## **Dog Walking**

The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (i.e. heat, thunderstorms, snow), threatening behavior from another dog or person, the dog is or appears to be unwell, or injury to the walker or a dog in our care. This is for the safety of both the dogs and the walker.

The time starts when the dog walker arrives to pick your dog up so if your dog or you are not ready/available this time will be deducted from the 30, 45 or 60 minutes that you have paid for. The time ends when the walker arrives back with your dog.

If the walker is unable to gain access due to keys being left in the lock, the door being double-locked or bolted, the walker will be unable to walk your dog and you will still be charged for that walk. All efforts will be made to contact you to let you know that you should make other arrangements.

## **Pet Feeding**

The client must provide all food, pet supplies (i.e fresh cat litter, bedding etc) and the necessary cleaning supplies to enable Pet Guardians to care for your pet along with clear instructions on the feeding & care/cleaning requirements for each pet including full written instructions for any medications that the pet may require.