

## PET SITTING

## TERMS AND CONDITIONS



### General

1. Clients will be deemed to have accepted Pure Pet Passion terms and conditions (as laid out here) on signature of this document.
2. The client gives Pure Pet Passion permission to enter their property to carry out the booked service at the arranged date and time.
3. All dogs **must wear a collar and tag** with the telephone number of the owner engraved upon it.
4. All dogs must be provided with a **lead**. Pure Pet Passion is not held liable for any injury or any damage caused or incurred by the clients dog escaping due to a faulty collar/lead.
5. Pure Pet Passion must be informed if your dog does or has EVER used a **muzzle** and this should be made available for use at our discretion.
6. In an **emergency**, a nominated vet's details will be recorded in a **Veterinary Release Form** and they will be contacted if I am unable to communicate with the owner.
7. The client is responsible for any **veterinary bills**, no matter how they are incurred, whilst pets are in the care of Pure Pet Passion.
8. It shall be the clients' responsibility to ensure Pure Pet Passion is fully aware of any health issues the pet is experiencing, or has suffered in the past. Pure Pet Passion will administrate any **medication** required while sitting.
9. Food, litter and any other requirements for the animals are to be provided by the owners. Additional food etc. will be purchased if you run out, but the client agrees to reimburse for any additional fees on proof of a valid receipt.
10. Where possible walks are carried out in forest and parkland where dogs can be safely walked off the lead, only after an **Off Lead Form** has been signed.
11. All animals must be **fully vaccinated** and be on regular **flea and worm control** treatment. They must also have all permits and necessary licenses. I will need copies of these documents and insurance (if applicable) if you are out for multiple days.
12. Clients must inform Pure Pet Passion if their animals contract any infectious condition (e.g. Kennel cough, conjunctivitis).
13. Pure Pet Passion shall **clean up** after your pets to the best of their ability. The client must make available cleaning materials (bin bags, disinfectant, paper towels, towels, etc.).
14. **Cats** are independent creatures and as such often are left to come in and out freely. Pure Pet Passion cannot be held responsible for the safety of any cat that is allowed to

come in and out. If cats need to be brought in, I will do my very best to call and ensure I have seen them. I will wait a reasonable amount of time and if the cat hasn't turned up I will have to leave.

15. The client will indemnify Pure Pet Passion against any **damage or injury** caused by the pet towards any property, person or other animal, but is not limited to veterinary, medical and legal fees.
16. Pure Pet Passion shall not be responsible for any damage caused to the client's property or possessions or that of others caused by the client's pet during the period the pet is in its care. The client shall accept full liability and responsibility for any event occurring or arising from the behaviour or characteristics of their pet.

## Insurance

Pure Pet Passion has comprehensive insurance covering public liability, vet fees and loss or straying, however we advise all clients to have their pets insured.

Our insurance covers us for:

- Public Liability which will cover injury and damage to third parties and their properties at a £2 million Limit of Indemnity.
- Vets fees in respect to injury to animals in our custody and control, subject to a limit of £10,000 and an excess of £50. This does not cover pre-existing conditions or care that would have occurred whether or not the animal is under the care of the company.
- Cover for the loss or straying of animals in our custody and control up to a maximum of £1,000 per animal. This includes cover during collection and delivery.

It is a condition precedent to liability that all locks, security and protective measures are put in operation whenever the property is left unattended or overnight.

## Bookings

1. Pure Pet Passion will not confirm any booking until there has been a **meet and greet** with the owner who must disclose any behavioural or medical condition. This would include antisocial behaviour, aggression, possessive behaviour, lack of training and conditions such as incontinence, chronic vomiting or mobility problems.
2. Bookings may be accepted up to 24 hours before service begins but will be subject to availability.
3. A **25% non-refundable deposit** will be requested upon booking. This can be just for one day, a weekly booking or a holiday booking.

## Cancellation

Cancellation of the services by the client must be made at least **24 hours before** the agreed commencement time. Failure to do so will result in 100% of the rate being charged.

## **Payment**

1. Payment can be made after one day sitting, on a weekly basis if the sitting is required regularly or after you are back from a holiday.
2. You can pay by the following methods: cash, cheque or bank transfer.
3. Payments should be paid within 7 days following the service. After this period interest may be added.

## **Keys and parking**

1. Where it is necessary to hold keys to a property, the client shall give consent and provide one of each key needed. Key(s) will be kept in a secure place.
2. Following the service, Pure Pet Passion will securely retain your key(s) until an arranged pick-up.
3. Where a key is left in a pre-arranged location on the clients' property or with a designated person, Pure Pet Passion will not be held responsible for the loss of the key(s) or any subsequent criminal damage that may be incurred to your property.
4. Permits must be provided if you are in a restricted parking zone.

## **Data protection**

Pure Pet Passion shall not use or pass information to a third party. All information relating to the client, their property and pet(s) will be stored in accordance with the data Protection Act 1998.