



**PETSTACULAR CARE**

[www.petstacularcare.co.uk](http://www.petstacularcare.co.uk)

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## Terms and Conditions

### General Terms and Conditions

All bookings are subject to these terms and conditions. Petstacular Care reserves the right to the terms and conditions when deemed necessary, and you, the client agree to these terms.

All charges are set out on the Pestacular Care website and price list. The client agrees to these charges for the services booked.

For all the services, **NO** booking will be confirmed without the relevant forms, deposits (or payments) and terms and conditions being received and signed.

Petstacular Care charges are payable in consideration of the services that we operate.

The client gives Petstacular Care permission to enter and visit their property to carry out the booked service at the pre-arranged date and time.

It is the client's responsibility to ensure their pet is up-to-date with vaccinations, flea/tick and worming treatments (proof may be required). Petstacular Care reserves the right to refuse a booking if the animal is not up-to-date with vaccinations and worming/flea treatment.

Petstacular Care is not held liable for any injury or damage caused or incurred by the client's pet escaping because of faulty or ill-fitting lead/collar.

Petstacular Care may terminate any booking/agreement immediately if it thought the pet is badly behaved or aggressive either towards humans, animals or property. The client is liable if the pet injures any 3<sup>rd</sup> party, property, or another animal.

Petstacular Care must be told of any characteristics or traits that could void insurance cover and cause for pets to be unsuitable for walking or home visits.

In accordance with *The Control of Dogs Act 1992* any dog in a public place **MUST** wear a collar with the name and address including postcode of the owner engraved or written on it, or on a tag, whether the dog is microchipped or not.

For pets that are micro-chipped it is the owner's responsibility to ensure the correct details are held by the necessary company, in the unlikely event their pet is lost.

Petstacular Care is insured for Public Liability, but advises all clients to ensure their pet is insured. Petstacular Care is also insured for Care, Custody and Control of animals and Loss of Keys.

Petstacular Care reserves the right to refuse a booking for any animal not insured.

All payments must be paid for 7 days in advance or within 7 days of invoice either by cash, or bank transfer.

A non refundable 50% deposit of the total cost is required to secure bookings for walks or visits. There is a £10 extra charge on Bank Holidays.

The client must ensure that their pet is in good health and free from fleas and adequately wormed. If Petstacular Care believes that your pet is not in good health we reserve the right to seek veterinary advice on your behalf and you will be liable for the veterinary fees. If it becomes necessary, your animal will be taken to a veterinary surgeon. You are responsible for any veterinary fees that are reasonably incurred during your absence or during the course of care. A maximum amount to spend will also be agreed beforehand.

All efforts are made to contact the client in the event of an emergency. We recommend owners provide us with the contact details of at least two trusted 3<sup>rd</sup> parties should we be unable to make contact. However, we reserve the right to make decisions regarding your pet's health provided it is at all times acting in the best interests of the animal on the advice of a veterinary surgeon. You, the client are responsible for the payment of any veterinary fees incurred by us.