



PETSTACULAR CARE

www.petstacularcare.co.uk

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Terms and Conditions

Home Visits

Your booking will not be confirmed until Petstacular Care have received a booking form with a 50% deposit as confirmation.

The client accepts that Petstacular Care is not liable for injury, disappearance or death of any pet that has access to the outdoors. The client accepts that the use of a cat flap increases the risk of accident to the cat's safety.

The client must provide all items necessary for pets to be cared for in the client's absence (i.e. food, water, medication, cat litter, leads, tags, collars etc). Should pets require any additional supplies whilst in the care of Petstacular Care, these will be purchased and added to the final bill.

If Petstacular Care is notified more than 24 hours in advance of a cancellation for a booked visit there will be no charge. Less than 24 hours a 50% cancellation charge will be made of the proposed visit.

Petstacular Care advise clients to notify neighbours that Petstacular Care will be visiting the client's home in their absence.

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

On occasion, Petstacular Care at its sole discretion may proceed with a booking without advance payment of its charges. If the charges are not paid within 7 days of the invoice Petstacular Care reserves the right to charge an administration fee of 25% of each and every week the account is unpaid.

A non-refundable 50% deposit of the total cost is required for booking walks or visits for more than 5 consecutive days.

If a deposit is not sent with your booking form, we are unable to guarantee your place.

Petstacular Care will make adequate steps to ensure your home is safe and secure in your absence, however Petstacular Care cannot be held responsible for any burglaries or accidents caused by your pet(s).