

Terms and Conditions

1. The Owner must complete the booking form as accurately and honestly as possible to allow **Pet Carers** to make the right judgement for the suitability of walking, boarding or visiting your pet. Owners must declare to the best of their knowledge if their pet is likely to cause harm or injury to themselves, staff and members of the public or another animal. Failure on the part of Owner to disclose any matter, which might render Owner's pet unsuitable, will be deemed a material omission amounting to a fundamental breach of this agreement. The booking form contains the entire agreement between Owner and **Pet Carers**.
2. Please note that dogs are walked in groups and socialised. Whilst the up most care and control will always be taken, please be aware that incidents can occur.
3. Please note we are sorry but we are unable to walk or board bitches in Season. Owners are asked to keep in mind the season due date of their pets when making bookings with **Pet Carers**.
4. A deposit of 50% is payable when booking. (In the case of ongoing contracts, fees can be paid in full either weekly or monthly in advance). If cancellation occurs with over 28 clear days' notice; the whole of the deposit will be returned. If cancellation occurs anywhere between date of service and 28 days' notice, the deposit will be non-refundable.
5. The remaining 50% of fees must be paid at the time of key collection or dog boarding commencement. Payments can be made in cash, bank transfer or cheque (please make payable to **Pet Carers**).
6. **Pet Carers** reserve the right to cancel bookings with reasonable notice, but will refund any deposits received.
7. All host families are carefully selected and professionally vetted by **Pet Carers**. All hosts are self-employed and work on a contract basis. If a host family is unable to meet an agreed booking **Pet Carers** will find a suitable alternative host family. Should **Pet Carers** deem the Owners dog unsuitable for home boarding, **Pet Carers** reserve the right to place the owner's dog at selected kennels with full payment due to the owner.
8. The Owner must supply enough feed, toys and bedding for the Owner's dog ensuring that the Owner's dog is fully up-to-date with vaccination, worming and flea treatment.
9. **Pet Carers** are covered for public liability up to £1m. **Pet Carers** will make all reasonable effort to ensure the safety and well being of pets in our care. However, in the event of death or injury resulting in our actions we are limited to a maximum of £1000. This sum includes any associated financial costs and emotional distress. No further liability will be accepted by **Pet Carers**.
10. All reasonable efforts will be made to contact Owner or Owner's emergency contact in the event of an emergency. However, **Pet Carers** reserves the right to make decisions regarding Owner's dog's health provided it is at all times acting in the best interests of Owner's dog and on the advice of a veterinary surgeon. If you do not wish to be contacted before your return, please inform us. The initial point of contact for all emergencies must be established before bookings commence.
11. The Owner is responsible for payment of any veterinary fees through illness or injury.
12. If the Owner instructs **Pet Carers** to exercise Owner's dog off-lead, the Owner accepts full liability for any loss or damage caused as a result. Owner is financially responsible for any loss or damage to the Carer or other dogs.
13. It is the responsibility of the owner to ensure **Pet Carers** has up-to-date information regarding your pet and that **Pet Carers** are able to gain the required access to your property for required pet visits. **Pet Carers** will hold your keys for the duration of the agreed contract. Keys will be returned on request once owner returns home. Please inform **Pet Carers** if you would like us to hold your keys for future services.
14. If your pet has access to the out doors and should go missing **Pet Carers** will inform your emergency contact to discuss the appropriate course of action but will continue with the agreed visits.
15. Where possible **Pet Carers** will provide any additional services requested. However, **Pet Carers'** main priority is the welfare and care of the all pets; and is not liable if any additional services requested are not carried out.
16. All **Pet Carers'** staff reserves the right to cover each other in the event of illness or holidays at short notice.
17. Keys are released for the duration of the contract and will be returned on request or kept safely for future visits.

Please tick this box if you do not want pictures of your pet used in **Pet Carers'** promotional material



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