

Pet Sitting Broxbourne Terms & Conditions

1. Clients must provide all food and equipment necessary for the pets covered by the respective agreement (collars, leads, tags etc). We reserve the right to charge an administration fee for any purchases we must make for additional food or equipment if the client has not left sufficient provisions.
2. *Pet Sitting Broxbourne* will provide services in accordance with the details provided by the client and agreed at the time of booking. This may include the care of pets and any other animals owned by the client, maintenance of the home, plants and other requests by the client within reasonable limits. Amendments to the client's initial requirements may attract additional fees.
3. *Pet Sitting Broxbourne's* Pet Sitters will conduct themselves in a professional manner and deliver all services with reasonable care and skill.
4. *Pet Sitting Broxbourne* will charge the client for the services as quoted. The total sum due is payable at the time of booking unless weekly/monthly terms are agreed in advance. In any event, **all fees must be paid in full a minimum of seven days prior to the services commencing.**
5. Should the client return early during a booking full fees are payable. Refunds will be considered at the company's discretion.
6. Should the client be delayed on return we will continue cover as required and charge for services accordingly.
7. We reserve the right to stop walking/visiting a dog/pet if it shows aggression to us, other people or other dogs/pets.
8. We do not walk dogs during severe weather conditions or extreme heat but will let your dog out to relieve themselves and keep them company indoors.
9. We cannot walk ill dogs or dogs known to have infection even on a one to one basis because of risk of cross infection.
10. All dogs will be walked on a lead unless previously agreed by both parties in advance.
11. **Cat Flaps:** We will not be liable for any injury, disappearance or death of any cat with access to the outdoors. I, the owner/client understand that use of a cat flap increases the risk of accident or injury to my cat(s) safety or any incidents/accidents to our property.
12. **Pet Boarding:** Pets in our care will be fed and looked after as per client's instructions within reasonable limits.
13. **Pet/House Sitting:** This is not a 24/7 service. One of our Sitters will stay in your house overnight with your pet(s) but we reserve the right to leave the house unattended for periods during the day to provide care for other client's pets. However, we will call in frequently during the day to feed and/or walk your pet(s) in accordance with your instructions.
14. **Cancellation:** If the client wishes to cancel a booking the request must be made in writing (email or text is acceptable) at least 72hrs prior to the appointment. Failure to notify us will result in partial or full payment becoming payable at the company's discretion.
15. **Insurance:** Please tell your insurers that someone will be visiting whilst you are away.
16. *Pet Sitting Broxbourne* accepts no liability for any damage to client's homes caused by their own pets. It is the pet owner's responsibility to ensure that appropriate insurance cover is in place for accidental damage.
17. Keys, if held, will be locked away securely when not in use. Keys held temporarily for pet visits will be returned as soon as Clients inform us of their safe return and, of course, that full payment has been received for services rendered.
18. **Confidentiality:** Client confidentiality will be maintained at all times; client details will be kept private and will never be used for any purpose other than caring for your pet(s) or to comply with any statutory legal requirements.
19. **CCTV:** In accordance with the General Data Protections Regulations (GDPR) clients must inform our pet sitters if they have any CCTV cameras and/or sound recording equipment in operation at their house.

I/we the client(s) accept 'Pet Sitting Broxbourne' Pet Sitting Services' Terms and Conditions listed above including any additional terms mentioned on relevant pet sitting forms upon my/our signature.

Signed: _____

Dated: _____

Print Name: _____

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