

PET ANGEL

For loving care when you can't be there

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TERMS & CONDITIONS OF BUSINESS

1 Bookings

- 1.1 An in-home consultation is required prior to reservations, for all new clients.
- 1.2 Bookings will only be accepted after all the necessary forms have been completed/signed and deposit made in accordance with the price list applicable at the time of booking.
- 1.3 All fees are charged by the day.
- 1.4 The client has the right to cancel the booking within 7 days unless the service begins within that period.
- 1.5 Cancellation is accepted either by telephone or in writing from the client.
- 1.6 Booking cancellations require at least 48 hours notice.
- 1.7 Deposits will not be returnable in the case of cancellation if less than 48 hours notice is given.

2 Daily Visits/Housesitting

- 2.1 Pet Angel will provide a time interval during which pet visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 2.2 Dogs should not be left unattended for long periods of time. They are sociable animals and need company. If a client insists on leaving dogs alone overnight, Pet Angel will not be held liable or responsible in any way for damage caused by dogs to themselves, each other and/or any property, or any illness or deaths occurring due to them being left for long periods.
- 2.3 In the event that the client is delayed on return, they must inform Pet Angel immediately and Pet Angel will use its best endeavours to make alternative arrangements for continued cover, even when it is unable to continue with care following the assignment end date.
- 2.4 The client must notify Pet Angel of their return as soon as possible. Pet Angel will continue visits unless the client confirms they have returned and this service is no longer required. The client will be charged a full visit fee for any unnecessary visits made.

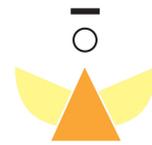
3 Dog Walking

- 3.1 Daily dog walks will last approximately one hour.
- 3.2 In the case of extreme weather conditions, or pet injury or illness, the dog will be given time outside to relieve him/herself and the remainder of the visit will be spent inside with client-approved activities. Any dog known to have an infection cannot be walked, even on a one-to-one basis, because of risk of cross-infection.
- 3.3 Pet Angel will not walk unruly or untrained dogs.
- 3.4 Dogs will only be walked on leads unless client specifies otherwise. An Off The Lead Release Form shall be signed by the client.

4 Aggressive or Unsociable Animals

- 4.1 The client will indemnify Pet Angel against any damage or injury caused by the pet towards any property, person or other animals. This will include, but is not limited to veterinary, medical and legal fees.
- 4.2 Pet Angel will not accept aggressive animals or dogs listed under the Dangerous Dogs Act 1991.
- 4.3 In the event of a pet's behaviour exceeding what would be considered normal or acceptable towards





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people or other animals, Pet Angel shall, in its sole discretion, take whatever action it considers necessary in the best interest of the animal and other animals or people, which may be encountered. This may include refusal to walk a dog or, in extreme circumstances, termination of the contract and placing the pet in a boarding kennel and will be subject to a transfer charge and any additional fees.

- 4.4 The client agrees that, on booking services for their pet, they have represented that the pet has not shown aggression or caused harm, or threatening behaviour to any individual and/or any animal. The client agrees to contact Pet Angel as soon as possible if any of these behavioural changes present themselves or have the potential to cause harm to any individual or animal.
- 4.5 Pet Angel will not be liable for any refund of fees paid unless it fails to provide the services specified in the Booking Form.

5 Payment

- 5.1 Pet Angel accepts payment by cash, bank transfer or cheques.
- 5.2 A charge of £25 will be levied on all cheques marked 'Refer to drawer'.
- 5.3 A 25% deposit of the total sum due is payable to secure a booking.
- 5.4 The remaining balance is due within 7 days from the return date of a booking.
- 5.5 In the event that the client is delayed on return, additional fees for continued care will be added to the outstanding balance.
- 5.6 Pet Angel carefully schedules its time to serve you and other clients, therefore there are usually no refunds or credits for early returns or last minute changes to pet care.
- 5.7 Refunds will be considered at the company's discretion.
- 5.8 Where services are required long term, the client may make payment on a monthly basis.
- 5.9 Pet Angel reserves the right to revise prices when necessary.

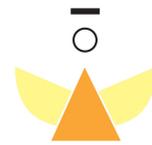
6 Duty of Care

- 6.1 Pet Angel highly respects the client's trust with the care of their pet and where necessary, having access to the client's property.
- 6.2 Pet Angel will ensure the standards of care provided to the pets and property is appropriate.
- 6.3 Any change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Pets have no concept or ability to understand that their owner's absence is temporary and they will be coming back. Pet Angel understands this and will offer comfort and reassurance whilst trying, as far as is practically possible, to maintain their normal daily routines.
- 6.4 In the event of extreme weather which may have an adverse effect on your pet, e.g. cold, heat or thunder storms, Pet Angel, at its sole discretion, shall take whatever action it considers necessary.

7 House Cleanliness

- 7.1 Pet Angel will keep the client's house, pet and pet equipment in a clean and tidy state as found and in accordance with what is specified in the Service Agreement.
- 7.2 Pet Angel shall clean up after your pet to the best of its ability.
- 7.3 The client shall make available cleaning materials in the event of any 'accidents' within their property.
- 7.4 The client shall indicate the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
- 7.5 Pet Angel will properly dispose of pet waste, however the client shall ensure there is an appropriate supply of bags for that purpose, and indicate their preferred method and location of disposal.
- 7.6 Pet Angel may charge additional fees for cleaning up after pets where the time or number of occurrences exceeds what would be considered to be acceptable.





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8 Medication

- 8.1 It shall be the client's sole responsibility to ensure Pet Angel is fully aware of any health issues the pet is experiencing, or has suffered in the past. Pet Angel cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed by the client.
- 8.2 No booking can be accepted without a signed Veterinary Release Form.
- 8.3 Pet Angel shall follow instructions given within the Booking Form and, if applicable, Medication Form, but cannot be held liable for any complications which may arise.
- 8.4 The client should ensure that all pets under the care of Pet Angel are in good health with no contagious conditions. All pets must be up to date with the necessary vaccinations. All dogs must be vaccinated against kennel cough. If you choose not to vaccinate your dog, Pet Angel takes no responsibility if your dog does contract the virus and the owner will be responsible for any subsequent vet fees.
- 8.5 In the event of a pet having a contagious disease which has not been disclosed, the client may be liable for the costs of treatment given to other animals which become infected.
- 8.6 Pet Angel needs to verify valid vaccination certificates.
- 8.7 If a carer of Pet Angel is bitten or exposed to any disease or ailment received from the client's pet which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
- 8.8 Flea and worming treatment must be up to date. In the event of a flea or worm infestation, Pet Angel will treat the pet at the client's expense.

10. Miscellaneous

- 10.1 The client must provide all food and items of equipment necessary for pet care during their time of absence.
- 10.2 The client shall provide sufficient pet food, cat litter and any treats for their pet for the duration of the service.
- 10.3 The client shall provide secure collars with name/address tags and leads. (It is advisable to provide a separate tag showing Pet Angel's contact details. Pet Angel can provide on request.)
- 10.4 The client should leave their thermostat settings within a normal comfortable range. If necessary, Pet Angel will adjust the thermostat to ensure the health and comfort of your pet.
- 10.5 In the event that items need to be purchased to enable Pet Angel to properly perform its duties due to insufficient quantities being left by the client, or it is considered necessary in the interests of the health and wellbeing of the pet, the client shall reimburse Pet Angel upon production of a receipt for the items.
- 10.6 Extra services will be charged separately and added to the final invoice.

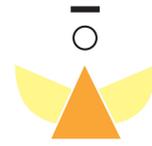
11. Security of Keys

- 11.1 There will be no charge for key collection or key return to the client within a 5 mile radius. Outside of the 5 mile radius an additional charge will be applied.
- 11.2 Where it is necessary for Pet Angel to hold keys to a property, the client shall provide one of each key needed. Keys will be kept within a locked system for security.
- 11.3 Keys will be returned on request upon completion of the services, providing all fees due have been paid.
- 11.4 Every effort will be taken to ensure the safety of clients' keys whilst in Pet Angel's care. However, accidents happen and Pet Angel holds no responsibility if keys are lost.
- 11.5 A signature is required regarding authorisation for Pet Angel to have and use house keys.

12. Change of Details

- 12.1 The client shall inform Pet Angel of any changes regarding contact numbers, pet care needs, emergency contact details and any other relevant information.
- 12.2 It shall be the client's sole responsibility to ensure the information provided to Pet Angel is current and up to date. The client agrees to accept any decision made by Pet Angel in the event of not being able to contact the client as a result of wrong information held. If Pet Angel is subjected to any expenditure as a result of the decision, that expenditure shall be recoverable from the client. Please inform Pet Angel of any errors made on the Booking Form so these can be amended, or please request a new form.





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13. Emergencies

- 13.1 The client shall provide an emergency contact that holds a spare set of the client's house keys.
- 13.2 The client must provide an emergency contact of someone who can make a decision relating to the client's pet or home in an emergency. If this contact is unavailable, Pet Angel reserves the right to consult a veterinarian and make decisions in the best interest of the pet, and Pet Angel reserves the right to make decisions in the best interest of the client's home.
- 13.3 If a visit by a veterinary surgeon is required, any fees incurred will be recouped from the client.
- 13.4 In the event of a household emergency the client in the first instance, or the client's emergency contact, will be contacted to arrange any remedial work.
- 13.5 Details of shut off points for services into the property and home security systems are to be provided on the Home Care Information Sheet.

14. Privacy

- 14.1 Pet Angel shall not use or pass any client information to a third party. All information relating to the client, their property and pets will be stored in accordance with the Data Protection Act 1998.
- 14.2 Any clients who no longer wish to use the services of Pet Angel will have their details destroyed in compliance with the Data Protection Act 1998.

15. Insurance

- 15.1 Pet Angel holds and maintains Public Liability Insurance with Cliverton Insurance.
- 15.2 The insurance covers Pet Angel for the services defined within the Booking Form during the times or periods specified.
- 15.3 It shall be the sole responsibility of the client to ensure that their property, its contents and pets are adequately insured throughout the duration of the scheduled services.
- 15.4 The client is responsible for ensuring that Pet Angel is not placed in any avoidable or undue risk when entering into their home, as recognised by Health and Safety regulations.
- 15.5 You are advised to inform your home insurance company and your neighbours that someone will have access to your property whilst you are away.
- 15.6 Pet Angel cannot be held liable for break-ins or vandalism of property, or illness or injury to your pet during the use of its services, unless the company can be shown to be negligent. The client should ensure all windows and doors are secure and locked before leaving.
- 15.7 Please inform Pet Angel at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, estate agents and prospective buyers, friends, family and neighbours.
- 15.8 It is understood that the client will notify anyone with access to the home that the services of Pet Angel have been engaged.
- 15.9 Pet Angel shall not be liable for other persons or their actions or omissions who will be in, or have access to the client's property before, during or after services have been rendered.

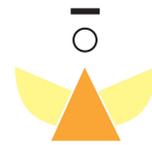
16. Fences and Cat Flaps

- 16.1 It is recommended that cats are kept indoors to ensure their health and safety while in the care of Pet Angel.
- 16.2 Pet Angel does not accept any responsibility or liability for any clients' animals that escape or become lost or injured, fatal or otherwise, when instructed to leave said animals in a fenced area. This includes all types of fencing, or in premises that contain an unlocked cat flap.
- 16.3 A signed Cat Flap Disclosure Form is required for clients' cat(s) with outside access via an unlocked cat flap.

17. Pet Sitter Companion

- 17.1 Pet Angel may have a companion accompany them whilst providing the scheduled services. No costs will be applied to the client's account for any assistance the companion provides.
- 17.2 The client will be advised in advance where Pet Angel wishes to take a companion.





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18. Website

- 18.1 By using the Website you agree to respect the intellectual property rights of Pet Angel and will refrain from copying, downloading, transmitting, reproducing, printing, or exploiting for commercial purpose any material contained within the Website.
- 18.2 The information contained within the Website is provided on an "as is" basis with no warranties expressed or otherwise implied relating to the accuracy, fitness for purpose, compatibility or security of any components of the Website.
- 18.3 By accessing the content of the Website you agree to be bound by the terms and conditions set out herein and you accept Pet Angel's privacy policy. If you object to any of the terms and conditions set out in this Agreement, you should not use any of the products or services on the Website and leave immediately.
- 18.4 You agree that you shall not use the Website for illegal purposes and will respect all applicable laws and regulations. You agree not to use the Website in a way that may impair the performance, corrupt the content or otherwise reduce the overall functionality of the Website. You also agree not to compromise the security of the Website or attempt to gain access to secured areas or sensitive information.
- 18.5 You agree to be fully responsible for any claim, expense, liability, losses, costs including legal fees incurred by Pet Angel arising from any infringement of the terms and conditions set out in this Agreement.

