



# TERMS & CONDITIONS OF SERVICE

## **Making a Booking:**

1. Bookings must be made a minimum of 48 hours in advance of the first date Pet Perfect's services will be required.
2. Pet perfect will always strive to stick to the general agreed times on the day of the visit however, these may not always be at the exact time stated in the booking confirmation.
3. It is the pet owners responsibility to ensure all relevant behavioural and medical information is shared with Pet Perfect at the booking/meet and greet stage.
4. For privacy reasons, the pet owner must divulge whether there are cameras on/in the property.

## **Meet and Greets:**

1. Pet Perfect offers a free meet and greet for new customers. This is to ensure that any pet/home specific items can be discussed and observed if necessary. These are also a good time for a key handover (see section below on key holding). Pet perfect highly recommends meet and greets take place before the first booking date to ensure the safety and wellbeing of your pet and a higher quality experience. If this is not possible, Pet Perfect will endeavour to find out as much of the required information as possible prior to the visit.

## **During a home visit booking:**

1. The pet owner must ensure the following:
  - a. There is enough food/treats for the entirety of Pet Perfect's visits and suitable containers to use.
  - b. Suitable litter provisions have been made available where necessary and that there is enough litter for the entirety of Pet Perfect's visit.
  - c. There is a suitable quantity of medication and tools to administer this if required.
  - d. There is suitable access to water
  - e. Gardens are secure (where appropriate).
  - f. If your pet requires outdoor access - that this access is suitable and working and that your pet is used to having this access available to them.
  - g. Cleaning provisions are available should these be necessary.
  - h. Information on your pet's vet has been provided- including out of hours/emergency care.
  - i. Emergency contact has been provided.
2. Vet - The pet owner must ensure details of their pets vets have been passed on to Pet Perfect - including emergency/out of hours vets.
3. Extenuating circumstances - in the event that Pet Perfect are unable to deliver the agreed service due to extenuating circumstances, we will inform the pet owner and will provide the owner with alternative options. A refund will be provided if necessary.



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4. Household emergencies - The Pet Owner should ensure that their residence is safe and suitable for habitation and the comfort of their pet. Should a household emergency, such as fire, robbery etc occur, Pet Perfect will inform the owner and take appropriate action with the relevant authorities as soon as possible and ensure your pets safety as far as is safe and practicable. Pet owners should ensure the emergency contact details are kept up to date.

5. Additional purchases required - should the need for additional purchases relevant to your pet/booking arise, the Pet Owner agrees to reimburse Pet Perfect in full on view of receipts.

### **During a dog walking booking:**

1. The pet owner must ensure the following:

- a. Any leads/collars/harnesses are made available to the walker
- b. Your dog is suited to the booking made. Your dog must be physically able to complete the full walk booked without causing harm to them.
- c. Any medical or pet specific information is shared with Pet Perfect prior to the walk.
- d. Your dog doesn't have any aggressive tendencies. Pet Perfect reserves the right to cancel bookings if it is deemed that your dog is aggressive. Please discuss this with Pet Perfect before requesting a booking. It is possible that Pet Perfect can still accommodate some dogs. The pet owner agrees to be responsible for all associated fees should their dog bite or harm another animal or human.
- e. There are suitable cleaning facilities for when your dog returns should muddy paws etc need cleaning.
- f. Be mindful of the weather - there may be specific weather conditions where may not be safe for your dog to be walked - such as extreme heat or cold. Please ensure it is safe for your pet to be walked. Pet Perfect can also advise on this and an alternative option can be arranged - such as a home visit, toilet relief visit, shorter walk etc.

2. Dog walking takes place in your local area. Pet Perfect does not transport your dog in a vehicle during the visit.

3. Dog walks are always private to your dogs and Pet Perfect can walk a maximum of two dogs per booking.

4. All dog walking takes place on the lead as default. This will only change if the below conditions are met:

- a. Pet owner agrees Pet Perfect can walk their dog off the lead
- b. Pet Perfect is confident that the dog will recall
- c. There is a safe area for the dog to be off lead
- d. Pet Perfect has walked your dog before



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## **Cancellation Period**

1. To receive a full refund, a booking must be cancelled prior to 48 hours of the first date on which Pet Perfect's services are required.
2. Cancellations prior to 24 hours of the first date on which Pet Perfect's services are required will receive a 50% refund.
3. Any bookings cancelled within 24 hours of the first date on which Pet Perfects Services are required are not subject to a refund.
4. If the booking has to be cut short due to a customers extenuating circumstances, please contact Pet Perfect as soon as possible.

Note that the date of bookings is counted from midnight onwards

eg. Booking is for the 4th March. Cancellation any time on or before the 1st march would receive a full refund. Cancellation on the 2nd march would receive a 50% discount. Cancellation any time from midnight on the 3rd March would not receive a refund.

## **Key Holding/handling:**

1. For regular dog walking/visits, Pet Perfect will be key holders to ensure the booking is smooth.
2. For non regular bookings and home visits, key holding is not required but can be accommodated if the pet owner wishes.
3. For home visits, a key will need to be provided to Pet Perfect prior to the booking.
4. For one off dog walking, the owner will either need to be present when Pet Perfect arrives for the booking, or a key should be provided in advance.
5. Pet Perfect holds keys in a locked box any keys are not labelled with addresses on. A unique key labelling system is used. Only the keys required for the days visits are taken off Pet perfects Secure home premises.
6. Pet Perfect is DBS checked and fully insured - including for loss of keys should this occur.

## **Rates/bank holidays:**

1. Pet perfect reserves the right to increase rates at any time. Once booked, your prices will not change.
2. England Bank Holidays - all flat rates are doubled on bank holidays.

## **Insurance:**

1. Pet Perfect is insured with the relevant cover, including specialised cover for pet services and key holding. Should your pet be injured due to an accident or circumstances beyond Pet Perfects control, Pet perfect and its employees cannot be held responsible.

Pet Perfect insurance does not cover existing health conditions so please ensure that you have sufficient insurance. It is your duty as a pet owner to ensure you divulge any pre-existing health condition and inform Pet Perfect of how to exactly care for your pet. Pet Perfect cannot be held responsible for any illness or injury your pet may receive as a result of their existing health condition.



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### **Photos:**

1. By accepting these terms and conditions, you agree for photos of your pet to be taken and shared on Pet perfect's website, Pet Perfect's social media & marketing materials. Pet Perfect will always be mindful of not including any personal, private information in photographs
2. Should you wish to opt out, please state this on your information form that will be sent through to you as part of the booking process.

### **Late Return**

1. Should the pet owner require extra time - eg will be returning late from a holiday due to extenuating circumstances, please get in touch with Pet Perfect as soon as possible to ensure the safety of your pet. additional charges may apply.

### **Regular Bookings**

1. Please ensure that you keep Pet Perfect informed of any changes that will affect the care of your pet.
2. There may be times in the year that Pet Perfect will be unavailable to provide services. Pet Perfect will inform you at least 30 days in advance. This refers to planned time away from the business.
3. In extenuating circumstances, Pet Perfect may not be able to attend the visit and will not be able to inform you 30 days prior. Examples include illness, car accidents etc. Should this occur, Pet Perfect will inform the client as soon as possible.
4. Please ensure you keep Pet Perfect informed of your latest contact information.
5. Please ensure Pet perfect is informed of any changes to your pets veterinary service.