



Chapelford Pet Sitting Services

"where meeting your pets needs & giving you peace of mind are my priorities"

Client Terms & Conditions

PLEASE ENSURE YOU READ THE NOTES BELOW.....

1. All client data is treated in strict confidence and in line with the new General Data Protection Regulation (GDPR). A separate General Data Protection Regulation guide will be given to you to sign to confirm that you are happy with how your data is used and kept for the purpose of our business dealings.
2. All keys when not in use will be kept in a secure key box and not marked with client details but will only be identifiable to me by the pets name.
3. **I will not be held responsible or liable for any break in or vandalism on your property during the use of my service.**
4. I will not open or close any windows during my visit so please ensure all windows are locked and secured before you leave. If you leave any windows open then you have done so at your own risk, ie in warmer weather to let air in for your pet(s).
5. It is agreed and understood that it is the client's responsibility to ensure property, contents and pets are adequately insured throughout the duration of my services as **I will not accept liability for any damage caused by your pet(s) or any general damage to your home for anything that is beyond my control.**
6. I will care for your animal as you would and whilst I will make every effort to ensure your pet is well looked after, **I cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in my care.**
7. It is recommended your cat(s) is/are kept indoors whilst in my care to ensure their health and safety. however should you wish for free access to the outside ie a cat flap then or for me to let in and out then I **cannot be held liable for any disappearance, injuries or death.**
8. I will **NOT** accept bookings for animals with aggressive tendencies.
9. Dogs in my care will **NOT** be allowed off their lead but if provided with a flexi extending lead then that can be used in area that is safe to do so.
10. **I am not responsible for any 3rd party injuries caused by your dog.**
11. Dogs from separate families will **NOT** be walked together.
12. Up to 2 dogs that are well behaved on their leads can be walked together.



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13. It is your responsibility as the pet owner to leave me the pets food, any medication if needed, any necessary cleaning products, bags and litter for cat trays and any other supplies needed to care for your pet.

14. You, the client, are responsible for any veterinary fees no matter how incurred whilst your pet is in my care. You must provide me with your current vet details in case of an emergency and those of someone you trust to make decisions on your behalf if you are not contactable.

15. If you have given me any false information during the consultation or have mislead me in anyway as to your animals behaviour that would put myself or anyone else at risk of injury then Chapelford Pet Sitting Services is totally within its rights to cancel any agreement made for pet visits and/or walks. Further action may be taken against you and police and or the necessary authorities may be informed. A full 100% of fees paid will be retained by Chapelford Pet Sitting Services in this instance.

CONSULTATION, PAYMENT, BOOKINGS, KEYS & CANCELLATIONS

- A client and pet consultation **MUST** be carried out for each new booking and this service is free. This is to determine your personal needs and those of your pet(s). This gives me the opportunity to meet with you and hopefully your pet too and ensure we cover everything to get the best of my service. If you need my services in the future then any necessary updates can and will be added to the existing consultation form or additional sheet.

- Payment can be made by cash or personal cheque at time of consultation and **full payment** is due at time of consultation.
Cheques made payable to "Mrs Karen Mercer"

- Bookings from one day upward can be made, there is no minimum or maximum. As soon as you know travel dates it is advisable to book my services as soon as possible especially at peak holiday times of the year.

- Keys and alarm codes are taken usually during consultation

- Failure to give 48 hours notice will result in retention of 50% of fees by Chapelford Pet Sitting Services, (except in very exceptional circumstances ie family bereavement).

- There is also no refund if you arrive back earlier from your holiday than planned. Last minute bookings made within 48 hours of the commencement of the service will receive no refund if the booking is then cancelled.



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I/We agree that I/We have not supplied any false or misleading information to Mrs Karen Mercer of Chapelford Pet Sitting Services in relation to myself/ourselves, my/our pet(s) or my/our home. I/We understand that by giving misleading or wrong information may result in action being taken against me/us and the police or relevant authorities may be informed.

I/We are happy for Mrs Karen Mercer of Chapelford Pet Sitting Services to enter my/our home by means of the necessary keys of which I/We have provided for her and with necessary alarm codes for the purpose of her services.

I/We are happy for a basic home care check be carried out at our request to create an impression that there is someone home.

I/We understand that Mrs Karen Mercer of Chapelford Pet Sitting Services is not responsible for any damage/break in/vandalism/robbery/theft whilst we are using her services.

Chapelford Pet Sitting Services publishes feedback received from clients on the website, which may contain personally identifiable information. A photo of your pet posing may be used with your testimonial. The client feedback sheet is available for new clients to read as this helps provide reassurance and builds trust when a new client may be anxious about using a pet sitting service. Your pets daily update photos may appear on the Facebook page for Chapelford Pet Sitting Services but owner details are never published on social media.

We do obtain permission from all clients prior to publishing the testimonial and posting pet pictures to social media. However, if you wish to request the removal of your testimonial, please let me know.

Signature of the terms and conditions and pet booking/walking forms constitutes acceptance of these terms and conditions and that information has been provided truthfully and honestly.

Clients Signature

Date