

## **Terms and Conditions**

Having signed a Booking Information and Agreement Form, you have agreed to the following terms and conditions.

We provide bespoke pet-care services which include but are not limited to, dog walking, puppy and elderly dog visits, cat feeding, small animal care and feeding, dog boarding within our family home, pet taxi service, and house sitting services, these are tailored to your and your animals specific needs.

### **Bookings and Cancellations**

Bookings for dog walking, pet feeding and small animal care are taken without need for a deposit, cancellation of any of these with less than 24hrs notice will be charged a one-time £10.00 charge for that booking or block of bookings.

Bookings for house sitting and our home boarding will be charged a **20% non-refundable deposit before the booking is confirmed**, cancellation for these services within one month of commencement is subject to a charge of **50% of the total booking fee**. Bookings are taken on a strictly first come first booked basis and clients are encouraged to book as early as possible to avoid disappointment.

### **Aggressive Behaviour etc**

Animals that exhibit any signs of aggressive behaviour whilst in our care and that has not been previously disclosed, will be assessed and, if we have any doubts whatsoever over our own, our staff or other animals safety we will contact you and inform you that there is an issue. We reserve the right to withdraw our services immediately. In the case of your pet being home boarded or house/pet sat then we will contact you to work on a plan to care for your pets until your return. Should there be no alternative caregiver we will endeavour to care for your pets in the best way possible.

We request that you notify us at your earliest possible convenience to any changes in your animals health that could affect the care we are able to provide.

### **Bank and Public Holidays**

Regular daily walks do not occur on bank and public holidays without prior agreement. There will be an additional 50% charge for walks during these holidays, and furthermore any service provided during **Christmas Day, Boxing Day and New Years day will be charged at double.**

### **Staff Holidays/Sickness**

Our staff have a right to a period of annual leave and wherever possible we will endeavour to provide alternative regular walker/ cover, we do however at times need to notify you of holiday periods in advance and occasional sickness at short notice and ask for your assistance and understanding in an unavoidable, temporary lack of service.

### **How to contact us**

We are happy to be contacted by telephone or email, however, if you do not receive a reply to any email you send within 24 hours then please call to ensure we have received it and been able to action your requirements, (we have had occasions where emails have not arrived when sent). Should your email be requesting us for the next day etc, please call to ensure we are aware you have sent a request.

Telephone

07781 115624 – Rebecca

07911 728207 - Alan

Please try to keep calls to between the hours of 0800 and 2000 hrs except for emergencies.

Email

alanbrehaut@suremail.gg

rebeccabrehaut@suremail.gg

### **Payment**

Terms of Payment are within 14 days of invoice.

**Payment for Home Boarding to be in full upon collection of your dog unless previously agreed otherwise.**

Cheques payable to A & R Brehaut.

Or through online banking to :

A & R Brehaut      40-22-25      72492652

Interest will be charged at 5% per month to any unpaid invoices.

### **Extremes of weather**

Should we have any concerns over the safety of your pets, our staff and vehicles in bad weather conditions it may become necessary to withdraw our service at very short notice until conditions improve. We will endeavour to inform you as soon as possible and likewise

request you inform us at your earliest opportunity if you do not intend on travelling to work etc. During periods of extreme heat and cold, walks will be adjusted to suit the conditions.

### **Complaints**

If you feel that we have not given you or your pets a good service or that we have done something wrong we would ask to receive your complaint in writing as soon as possible to enable us to correct and investigate it thoroughly, we will aim to respond to you promptly and usually within 48hours of receipt.

### **What we expect from you**

All pets are to be fully vaccinated/immunised, including Kennel Cough and treated for worms and fleas before engaging our services and kept up to date with such, along with the manufacturers guidelines and recommendations. Collars are to be properly fitted and in good condition.

Bitches in season are unable to be walked or boarded, please inform as soon as you notice signs of a season and Males must be neutered to be considered for home Boarding.

We expect our clients to understand that should we have any concerns over the health and welfare of your pets whilst in our care, that we will engage the intervention of your nominated veterinary practice or groomer if boarding or house sitting.

We ask that for house sitting duties you provide a list of tradesmen for use should a problem arise with your property and that your permission is given to engage the services of recognised tradespeople if so required.

These terms and conditions will be reviewed periodically and available to view on the website [animalantics.info](http://animalantics.info)

**Last updated September 2017**