

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

Dog walking and dog day care

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 24 hours' notice will be charged a one-time £10.00 charge for that booking or block of bookings. No-shows will be charged out at the full rate.

Home boarding, house sitting, pet feeding, small animal care

Bookings for house sitting and home boarding are subject to a **20% non-refundable deposit at the time of booking**. Once booking is confirmed, if cancellation of these services is made within four weeks of booked date then a further **30% of total booking cost will apply**, (ie 50% of the total booking applies). If cancellation of these services is made within two weeks of booked date then a **further 50% of total cost will apply**, (ie total cost of booking applies).

Bookings are taken on a first come, first served basis, so we encourage early booking to avoid disappointment.

We also advise clients, where possible, to check dates with us before booking travel as although we will always try our best to cover your desired dates this is sometimes not possible. If this happens we will endeavour to offer you alternative dates.

Aggressive behaviour etc

Should an animal exhibit any signs of aggressive behaviour whilst in our care that has not been previously disclosed, it 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 animal's 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. Any service provided during **Christmas Day, Boxing Day and New Year's 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. Any of this time that is cancelled by us will not be chargeable to you.

How to contact us

We are happy to be contacted by telephone or email. However, if you do not receive a reply to an email 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 2000h 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 48 hours of receipt.

What we expect from you

Before engaging our services, all pets are to be fully vaccinated/immunised, including against kennel cough, treated for worms and fleas and kept up to date with such according to the manufacturer's guidelines and recommendations. Collars are to be properly fitted and in good condition.

Bitches in season cannot be walked or boarded. Please inform us as soon as you notice signs of a season. 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 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 <http://www.animalantics.info/contact-us.html>

Last updated December 2023