

# Pawgeous Pooches

## Terms and Conditions for Cats and Small Animals

Between Pawgeous Pooches and the client, as name and address stated and signed on the booking form	
Dates and times	The client has specified the dates, number of visits and times required. The client should notify Pawgeous Pooches as soon as possible if any details are to change.
Payment	Pawgeous Pooches will produce an invoice and payment is due within 7 days of the date on the invoice.
Pet boarding/sitting services	The client is required to pay a 50% non-refundable deposit at the time of booking. The balance is due to be paid 2 weeks (or in full if there is less than 2 weeks) prior to the service start date.
Cancellation	The client has the right to cancel any service up to 2 weeks prior to the service start for a 50% refund of the invoice total. If the client provides less than 2 weeks notice, then no payment is refundable.
Liability and disclaimer	Pawgeous Pooches has liability insurance, which is available to view upon request. This includes liability cover for the client should anything happen to the pet whilst in care of Pawgeous Pooches. It does not cover any vet fees. Should the pet need treatment, the client must ensure that they have adequate pet insurance, or are prepared for any veterinary fees if any care is required. Pawgeous Pooches is not liable and is released from all liability for any breach of security, loss of or damage to the client's property and belongings.
Veterinary treatment and emergencies/emergency callouts <b>Opening hours</b> Monday to Friday 09:00-17:00	<p>The client is responsible for informing Pawgeous Pooches of any changes in information on the booking form e.g. vet details, treatment or medication. In the event of an emergency, Pawgeous Pooches will attempt to contact the client. If contact is unable to be established with either the client or the emergency contact provided, the client authorises Pawgeous Pooches to make a decision. If the pet requires veterinary treatment, the client is expected to arrange payment directly with the vet and/or emergency vet. Pawgeous Pooches is not liable to pay. Should an emergency callout occur the client will be invoiced with the callout fee of a standard daily service during opening hours and the fee of double the standard daily service during closed hours.</p> <p><b>To the vet:</b> During my absence, I hereby give Pawgeous Pooches permission to transport my pet to the vet on the booking form or the nearest vet. I authorise you to treat my pet and I will be responsible for payment to the vet. I understand that Pawgeous Pooches assumes no responsibility for the loss of the pet and is released from all liability related to transportation, treatment and expense.</p>
Behaviour and aggression	Unfortunately Pawgeous Pooches cannot provide services to any animal that shows signs of aggression and it is the client's responsibility to inform Pawgeous Pooches of any behavioural issues.
Fleas, ticks, worms, contagious illnesses	In the event of a flea, tick, worm infestation or a contagious illness Pawgeous Pooches may not be able to provide a service to the pet and the client will still be charged full price for the service.
Food, bowls and additional costs	The client is responsible for providing sufficient food and clean bowls for the pet. Pawgeous Pooches and the client have agreed a rate on the booking form and/or invoice. The client is responsible for any additional costs incurred, and Pawgeous Pooches will be fully reimbursed should they have to purchase any additional items.
Keys and codes	The client must provide Pawgeous Pooches with any keys, spare key locations, alarm codes and key safe codes required to gain access to the property throughout the duration of the contract. Pawgeous Pooches also has a commitment to try out all keys and alarms in the presence of the client. Pawgeous Pooches will keep these safe at all times, and return these back to the client upon the final invoice being settled. There is a £5 charge for any key collection/drop-off which falls outside of the initial assessment.
Weather conditions	If there are severe weather conditions (e.g. snow) and Pawgeous Pooches cannot use their vehicle, unfortunately no services can be provided. It is the responsibility of the client to inform Pawgeous Pooches if they still require any services, do not assume that the service will run as scheduled.
Neutering and spaying	Should unneutered males be an issue or unspayed females come into season, Pawgeous Pooches may not be able to provide their usual service but the client will be charged full price for the service.
Holiday periods	Bank holidays incur an additional charge.
<p>I agree that I will pay the balance within 7 days of the invoice date. I have read and accept the Terms and Conditions for Cats and Small Animals.</p>	
<p>I confirm that I authorise Pawgeous Pooches to act as a guardian to my pet during my absence and to take any action which they consider to be suitable in order to keep my pet's wellbeing protected. I also confirm that I will be responsible for any costs which might be incurred, either veterinary or other, as a result of any sickness, accident or damage caused to or by my pet. I accept third party liability, and I will pay any such costs or expenses on demand. I understand that no liability will fall with Pawgeous Pooches.</p>	
<b>Client signature</b>	
<b>Client name</b>	
<b>Date</b>	