

Service Terms & Conditions Beth's Pet Services

In using this service, you agree to the following terms and conditions:

If the client needs to cancel a booking, i.e walks, pet sit, visits, they must do so within 24 hours of commencement of the booking or they will be charged 100% of the total booking charge. Likewise, if the client fails to cancel the booking, then the client will be charged 100% of the total booking cost.

A 50% deposit may be required on confirmation of a pet sitting booking over 30 days in advance. The booking will not be confirmed until the deposit has been paid. 50% of this deposit is non-refundable. If the booking is cancelled less than 30 days before the start date, none of the deposit will be refunded. If a deposit is not taken, you will still be charged 50% of any boarding booking, if it is cancelled less than 30 days prior to the commencement of the booking. If a boarding booking is cancelled less than 72 hours before the commencement of the booking you will be charged 100% of the total booking cost.

Regular dog walks will be invoiced at the end of the month and customers are expected to pay by cash or direct bank transfer within ten working days.

Beth's Pet Services is to supply Home Sitting or Pet Visiting services in accordance with a brief provided by the Client, which may include the care of pets and other animals owned by the Client; and the maintenance of house, greenhouse, garden plants and lawns all within reasonable limits.

Pet Care Services undertaken on bank holidays will be charged at double rate and those on Christmas Day at triple rate.

Beth's Pet Services cannot accept any liability for the loss or injury to any pet. The Client is responsible for all damages to the pet carers property or pets.

The Client is responsible for ensuring that their dog has a suitable lead and collar that the dog cannot remove, for dog walks. They should also ensure that the collar contains a dog tag with the up-to-date details required by law.

The Client is solely responsible for any and all harm or damage caused by their pet while it is under the care of Beth's Pet Services, or is using any other services provided by Beth's Pets, and agrees to indemnify Beth's Pet Services in full against any liability arising from such harm or damage to third parties.

The Client agrees that, in admitting their dog, Beth's Pet Services has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.

All dogs will be subject to an initial assessment by Beth's Pets staff prior to using Beth's Pets Services. Beth's Pets Dog Services reserves the right to refuse admission to any dog

deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.

The Client agrees to notify Beth's Pets Dog Services of any unwelcome, aggressive, proactive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.

Beth's Pets Dog Services will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Beth's Pets staff.

The Client is responsible for the cost of treatment of any injuries or illness that their dog receives while under the care of Beth's Pet Services, together with any associated costs e.g. call-out charges. The Client authorises the staff of Beth's Pets Dog Services to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of Beth's Pets Dog Services may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.

The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by Beth's Pet Services. All such media remain the property of Beth's Pet Services.

The Client agrees that Beth's Pet Services is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.

The Client agrees to provide keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.