

TERMS AND CONDITIONS



1. Services:

- 1.1. The client authorises Charli's Pet Angels (CPA) to carry out services as per the booking information form.
- 1.2. CPA is a small team of dog walkers and pet sitters, managed by Charli who is your main point of contact. If you or your pet has a preferred member of the team, we will endeavour to book you in with that person, however some flexibility will be required during holidays and in the event of sickness etc.
- 1.3. CPA shall ensure that it always has in place, suitable and valid insurance (including public liability insurance) and that team members hold valid Canine First Aid Certificates and DBS checks.
- 1.4. CPA agree to perform the services in an attentive, reliable, and caring manner. Duties may include (but not necessarily be limited to) feeding, providing fresh water, walking, cleaning litter trays, playtime, social interaction, medication administration, and other chores necessary to the health and wellbeing of the pet/s.
- 1.5. CPA shall be responsible for ensuring that it complies with all statutes, regulations, by laws, standards, code of conduct and any other rules relevant to the provision of services.
- 1.6. CPA will provide an approximate time window during which home visits will occur or dogs will be collected for walks. If an unforeseen situation arises, such as traffic/roadworks or other influences outside our control, the time interval may be adjusted.
- 1.7. The client entrusts CPA to use best judgment in caring for their pet/s during extreme weather which may have an adverse effect on their pet (for example, in particularly hot or cold conditions and during thunderstorms it may be appropriate to shorten, cancel or change the time of walks, or provide cuddles/playtime in the pet's home/garden instead).
- 1.8. Your dog will be collected (transported safely if required to get to the walking location), then returned to your home and left in the room of your choice. Dogs will be wiped down and dried with a towel as necessary, but complete cleanliness cannot be guaranteed.
- 1.9. If overnight services have been booked, our team member will leave your property in a clean and tidy manner as found and will provide their own food and bedding (if required).
- 1.10. CPA will provide regular updates to the Client for all services (usually via WhatsApp or messenger unless agreed otherwise).

2. Client Obligations:

- 2.1. The client shall provide all pertinent information necessary for the provision of services and is responsible for ensuring CPA is informed promptly of any changes to this information. This includes any health issues the pet is experiencing or has suffered in the past.
- 2.2. The client is responsible for ensuring their pet's vaccinations, worming and flea treatments are kept up to date, and that any licences/permits which they may be obliged to have by law (arising from the ownership of the pet) have been obtained.
- 2.3. It is the client's responsibility to ensure that the property, its contents, and their pets are adequately insured.
- 2.4. Dog walking clients shall provide secure collars or harnesses with name/address tags and will ensure dogs are microchipped as per legal requirements. It is company policy that we will not use aversive collars such as prong collars, shock collars or grot collars – if you use this type of equipment, we would strongly advise against it and will require you to provide an alternative collar or harness for our use.
- 2.5. The client shall make available appropriate cleaning materials in the event of any 'little accidents' their pet/s may have within their property (such as paper towels, disinfectant, bin bags).
- 2.6. If overnight services have been booked, you must leave your property in a clean and tidy manner for our team member. If we believe conditions to be unhygienic or unsafe we reserve the right to apply cleaning charges or terminate services.

3. Emergency Care:

- 3.1. In the event of an emergency, the Client authorises CPA to arrange for any veterinary care that may be required during the provision of services. All reasonable efforts will be made to obtain consent from the Client (or their emergency contact if one has been provided) in such a situation.
- 3.2. CPA will use its best efforts to seek care from the nominated veterinarian practice; however, the client authorises CPA to appoint an alternative veterinary surgeon should the nominated vet be unavailable.
- 3.3. The Client agrees to reimburse CPA for any veterinary costs, additional fees, and expenses for providing emergency care. Furthermore, the client agrees to cover the cost of any additional visits which may be necessary to ensure the pet's safety or to monitor the pet's progress in recovering from illness or injury.

TERMS AND CONDITIONS



4. Indemnity and Liability:

- 4.1. Whilst CPA will make every effort to ensure the safety of the pet in the client's absence, CPA cannot be held liable for any loss, illness, injury or death of any pet whilst in their care, unless shown to be negligent.
- 4.2. The Client will be responsible for all medical expenses and damages resulting from any injury to CPA, or to other persons by the pet, unless CPA can be shown to have been negligent.
- 4.3. CPA shall not be liable for the injury, loss, death, or any fines or penalties as may be imposed on pets permitted unsupervised access to the outdoors (such as through a doggy door or cat flap).
- 4.4. CPA accepts no liability for any loss or damage which may be sustained to the Client's property or pet as the result of action taken by third parties (e.g., cleaner, builder, neighbour, family member or friend) who also have access to the premises either before, during or after the period services are to be provided.
- 4.5. CPA do not accept responsibility for any damage caused to the Client's property caused by the Client's pet.
- 4.6. CPA cannot be held liable for any stains, marks or damages caused by the client's pet fouling in the property, nor from attempts to clean up after them using the cleaning materials provided by the Client.
- 4.7. In the event of a pet having a contagious illness or disease which has not been disclosed, the Client may be liable for the costs of treatment given to other animals which subsequently become infected.

5. Payment Terms:

5.1. Pet Sitting:

- 5.1.1. A 25% non-refundable booking fee is required to confirm all bookings. The requested dates are not secured until this is received.
- 5.1.2. The outstanding amount is due 48 hours PRIOR to commencement of the booking via bank transfer.

5.2. Regular Dog Walking / Pop-in Visits for Canines:

- 5.2.1. An end of month invoice will be issued, with payment required via bank transfer, within 5 days of the invoice date. A late payment fee of £5 per week will be applied to any invoices which remain unpaid after this timeframe, and walks/visits will be suspended until payment is received.

5.3. All Services:

- 5.3.1. The client agrees to reimburse CPA for any additional costs incurred, such as for (but not limited to) pet food/supplies, emergency care, transportation, housing, and unexpected visits (receipts will be provided).
- 5.3.2. Weekend walks are subject to a surcharge of £2.00 per dog.
- 5.3.3. A mileage fee is applicable for bookings which are outside of a 3.5-mile radius from our base in Leighton, Crewe, CW1 4FT.
- 5.3.4. Bank holidays are charged at time and a half, apart from Christmas Day, Boxing Day and New Year's Day which are charged at double time.

6. Cancellations:

6.1. Pet Sitting:

- 6.1.1. CPA carefully schedules/reserves time to be able to service all Clients, therefore, no refunds or credits are available for early returns or last-minute changes to the duration of pet care.
- 6.1.2. Any bookings cancelled between 7 days and 48 hours before services are due to commence will require 50% of total payment (including initial booking fee requested in accordance with clause 5.1)
- 6.1.3. All bookings cancelled with less than 48 hours' notice will still be payable in FULL.

6.2. Regular Dog Walking / Pop-in Visits for Canines:

- 6.2.1. Clients are asked to notify CPA 24 hours before their usual service to avoid a cancellation fee.
- 6.2.2. Cancellations made after this cut off time will be charged in FULL.
- 6.2.3. If CPA arrive to walk/visit your dog and cannot gain access to the property or your dog is not at home, you will be charged in FULL.

7. Agreement Termination for Regular Dog Walking / Pop-in Visits for Canines:

- 7.1. A two-week paid notice period is required should the client wish to terminate an agreement which is in place for regular walks or visits, unless CPA has been shown to be negligent.
- 7.2. CPA reserves the right to deny or terminate service immediately in the event of safety concerns, non-payment, or inappropriate or uncomfortable situations.

TERMS AND CONDITIONS



8. Aggressive or Unsocial Animals:

- 8.1. Should any pet become aggressive or dangerous, CPA shall, in their sole discretion take whatever action they consider necessary in the best interest of the animal, other animals or people which may be encountered. This may, without limitation, include: A refusal to offer Services and immediate termination of this Agreement; obtaining assistance from a Vet, the R.S.P.CA or the police; placing the pet in a boarding kennel/cattery.
- 8.2. Any costs incurred in acting upon this clause shall be directly chargeable to/recoverable from the client.
- 8.3. CPA shall not be liable for any refund of fees where the client has not specified known behaviour/characteristics of the pet and CPA has terminated the agreement pursuant to clause 8.1.

9. Data Protection:

- 9.1. All information relating to the client, their property and pet/s will be stored in accordance with the Data Protection Act 1998. CPA shall not pass such information on to any third parties (other than information needed by a team member to perform their duties).