

CRESTLANDS PET SITTING SERVICE TERMS AND CONDITIONS

This is important information and should be retained for reference

1. I/we the client(s) accept Crestlands Pet Sitting Services' Terms and Conditions listed below including any mentioned on relevant pet sitting forms upon my/our signature.
2. All dogs will be walked on a lead unless previously agreed by both parties and then only if the client has signed a disclaimer form (see main dog walking agreement form).
3. Crestlands Pet Sitting Service will provide a pet diary/sheet for communication between the parties concerning care provision, progress reports & any other relevant information.
4. Clients must provide all food and equipment necessary for the pets covered by the respective animal care agreement (collars, leads, tags, medication etc).
5. **Small Animal & Bird Boarding:** All owners must ensure that their pet(s) are **free from skin mites (especially Guinea Pigs and birds)**, and other contagious conditions and in good health. Please consult your vet for advice.
Rabbits must be vaccinated against Myxomatosis and Viral Haemorrhagic Disease (VHD). **Vaccination certificates will be asked for.** This ensures the health of all our current and future small pet visitors. Please consult your veterinary surgeon for advice if unsure.
6. **Cat & Other Animal Visits:** The client must satisfy themselves as to the reliability and trustworthiness of the Petsitter employed and must meet them beforehand. The Petsitter should keep both house, pet & belongings pertaining thereto in a clean & tidy state (as they find them). Clients must note that Petsitters are not employed as cleaners or provide any other services than those specifically agreed and listed in the contract between Client/pet owner & Petsitter (Crestlands).
7. **Cat Flaps:** Crestlands Pet Sitting Service will not be liable for any injury, disappearance or death of any cat with access to the outdoors. I, the owner/client understand that use of a cat flap increases the risk accident or injury to my cat(s) safety or any incidents/accidents to our property.
8. **Dog Sitting:** Dogs should not be left unattended for long periods of time. They are sociable animals and need company. If a client/owner insists on leaving dogs overnight, Crestlands Pet Sitting Services will not be held liable or responsible in any way, for damage caused by dogs to themselves, each other and/or any property damage caused by them or any other third party, any illness or death(s) occurring due to them being left for long periods.

NOTICE & CANCELLATIONS:

9. **Notice:** One week or one month by either party (depending on payment terms)
10. **Cancellations:** Crestlands P.S.S. will give as much notice as possible. Clients - minimum of one weeks notice for holidays, days off etc. Exceptions being sudden illness (as much notice as possible on the day would be appreciated) or bereavement.

PAYMENT:

11. Full payment for all petsitting services are due: Visits & Boarding - 1st day visits start. Walking - 1 week or 1 month in advance (i.e. falling due 1st day of service or 1st day of month). Additional costs valued at an extra visit/walk will be incurred each time another visit has to be made to collect late payment.
12. Cash or cheques (payable to Mrs J Holland) please. All payments receipted.

SECURITY & CONFIDENTIALITY:

13. **Insurance:** Please tell your insurers that someone will be visiting whilst you are away.
14. **Keys for walking clients,** if held, will be locked away securely when not in use. Keys held temporarily for pet visits will be returned as soon as Clients inform us of their safe return and, of course, that full payment has been received for services rendered.
15. **Confidentiality:** Client confidentiality will be maintained at all times, client details will be kept private and will never be used for any purpose other than caring for your pet(s).