



Absolute Pet-Care are fully insured, licenced as a boarding facility by Lichfield County Council: LN: 19/00298/ANIMAL. All staff are DSB checked. It is a small family run business, both partners are educated in Animal Care and Behaviour, one to degree level and both have over 10 years' experience caring professionally for a wide range of animals.

Terms and Conditions

1 Bookings

- 1.1 Bookings will only be accepted after all the necessary forms have been completed and payment made in accordance with the quote given at the time of booking. Bank holidays and weekends will be subject to additional fees which will be advised at the time of booking.
- 1.2 Boarding / Day Care
 - 1.2.1 A familiarisation visit is required, prior to reservations, for all new clients.
 - 1.2.2 All pets will have a general health check on arrival by a qualified Animal Carer
 - 1.2.3 If pets are not collected within 3 days of collection date then Absolute Pet-Care has the right to find suitable homes for any boarding pets, the client may be invoiced for any cost this entails.
 - 1.2.4 All recommended vaccines, flea and worming treatment must be up to date for pets being boarded
 - 1.2.5 Drop off: Pets can be dropped in between 2pm and 6pm, an appointment time is needed
 - 1.2.6 Collection: Pets need to be collected by 10am on date of collection, anytime after this will be charged as a full day.
 - 1.2.7 We offer a pet taxi: within 3 miles the price is £10 each way, plus £1 for every mile over the first 3 miles.
 - 1.2.8 Weekly Dog walking clients receive a discount per day, pet taxi is free providing: (A) We have your keys, (B) Times will fit in with our daily schedule and you have not sated a time after 10am for your return date.
 - 1.2.9. Pets including dogs from different families may be boarded together as per our policys and home boarding licence terms
 - 1.2.10 A admin fee of £10 is applicable to any amendments to the booking, after the first invoice has been sent out.
- 1.3 Pet Sitting/ Dog Walking and Home Visits
 - 1.3.1 An in-home consultation is required, prior to reservations, for all new clients.
 - 1.3.2 Absolute Pet-Care will provide a time interval during which pet visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 1.4 Bookings may be accepted up to 24 hours before the service begins.
- 1.5 Absolute Pet-Care carefully schedules it's time to serve you and our other clients, therefore there are no refunds or credits for early returns or last minute changes to pet care.
- 1.6 In the event that the client is delayed on return, they must inform Absolute Pet-Care immediately, and Absolute Pet-Care will use its best endeavours to make alternative arrangements for continued cover, even when it is unable to continue with care following the assignment end date.
- 1.7 The client must notify Absolute Pet-Care of their return as soon as possible. Absolute Pet-Care will continue visits unless the client confirms they have returned and this service is no longer required. The client will be charged a full visit fee for any unnecessary visits made.
- 1.8 A admin fee of £10 is applicable to any amendments to the booking, after the first invoice has been sent out.

2 Payment

- 2.1 Absolute Pet-Care accepts payment by cash and bank transfer.
- 2.2 A 25% deposit of the total sum due is payable to Absolute Pet-Care to secure the booking, all forms must be completed before any payment is accepted.
- 2.3 The remaining balance is due 4 weeks before commencement of service
- 2.4 In the event that the client is delayed on return, additional fees for continued care will be added to the outstanding balance.
- 2.5 Where services are required long term, the client may make payment on a monthly basis.
- 2.6 A late payment fee of £15 will be charged per week on any outstanding balance of over 1 week.
- 2.7 Pet boarding fees are charged form 10am for a 24-hour period, any pick-ups after 10am will incur a full day's charge
2. A admin fee of £10 is applicable to any amendments to the booking, after the first invoice has been sent out.

3 Cancellation Rights

- 3.1 The client has the right to cancel the agreement within 7 days unless the service begins within that period.
- 3.2 Cancellation is accepted either by telephone or in writing from the client.

4 Duty of Care

- 4.1 Absolute Pet-Care highly respects the clients trust with the care of their pet and where necessary, having access to the client's property.
- 4.2 Absolute Pet-Care will utilise its skill and knowledge to ensure the standards of care provided to the pets and any property is appropriate.
- 4.3 Any change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Pets have no concept or ability to understand their owners' absence is temporary and they will be coming back. Absolute Pet-Care understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain their normal daily routines.
- 4.4 In the event of extreme weather which may have an adverse effect on your pet e.g. heat or thunder storms, Absolute Pet-Care, at its sole discretion, shall take whatever action it considers necessary, including not carrying our scheduled exercise until it is, in its opinion, safe to do so.

5 Dog Conditions

- 5.1 A dog sitting service can be provided within the clients home or our home.
- 5.2 Bitches in season or intact males / females will not be boarded together.
- 5.3 Puppies can be boarded, but conditions will be discussed with clients.
- 5.4 Absolute Pet-Care will not board or walk unruly or untrained dogs.
- 5.5 Dogs will only be walked on leads unless an off lead permission form is signed.
- 5.6 Absolute Pet-Cares staff will not carry out services if there is any risk of serious injury to themselves, public or pets.
- 5.7 Home boarding only takes place under our Boarding Policy's (at time of booking ask to see a copy) and our licence terms

6 Aggressive or Unsociable Animals

- 6.1 The client will indemnify Absolute Pet-Care against any damage or injury caused by the pet towards any property, person or other animal; this will include, but is not limited to veterinary, medical and legal fees.
- 6.2 Absolute Pet-Care will not accept aggressive animals or dogs listed under the Dangerous Dogs Act 1991.
- 6.3 In the event of a pets behaviour exceeding what would be considered normal or acceptable towards people or other animals, Absolute Pet-Care shall, in its sole discretion, take whatever action it considers necessary in the best interest of the animal and other animals or people which may be encountered. This may include refusal to walk a dog or in extreme circumstances termination of the contract and placing the pet in a boarding kennel and will be subject to a transfer charge and any additional fees.
- 6.4 If the clients pet whilst being boarded or walked shows aggressive tendencies towards Absolute Pet-Care or family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the pet be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge and any additional fees.
- 6.5 The client agrees that on booking services for their dog that they have represented that the dog has not shown aggression or caused harm, or threatening behaviour to any individual and / or any animal. The client agrees to contact Absolute Pet-Care as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or animal.
- 6.6 Absolute Pet-Care will not be liable for any refund of fees paid or be responsible for any loss suffered by the client, where the behaviour is not specified within the relevant section of the pet information form.

7 Necessities

- 7.1 Absolute Pet-Care will properly dispose of pet waste, however the client shall ensure there is an appropriate supply of bags for that purpose, and indicate their preferred method and /or location of disposal.
- 7.2 The client shall provide sufficient food, cat litter and any treats for their pet for the duration of the service.
- 7.3 The client shall provide secure collars with name / address tags and leads.
- 7.4 The client should leave their thermostat settings within a normal comfortable range. If the house temperature is outside of this range, Absolute Pet-Care will adjust the thermostat to ensure the health and comfort of your pet.

8 House Cleanliness

- 8.1 Absolute Pet-Care will keep the clients house, pet and pet equipment in a clean and tidy state as found and will only provide services agreed specifically and listed in the service agreement.
- 8.2 Absolute Pet-Care shall clean up after your pet to the best of its ability.
- 8.3 The client shall make available cleaning materials in the event of any 'accidents' within their property
- 8.4 The client shall show Absolute Pet-Care the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
- 8.5 Absolute Pet-Care may charge additional fees for cleaning up after pets where the time or number of occurrences exceeds what would be considered to be acceptable.



9 Medication

9.1 It shall be the clients sole responsibility to ensure Absolute Pet-Care is fully aware of any health issues the pet is experiencing, or has suffered in the past. Absolute Pet-Care cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed by the client.

9.2 No booking can be accepted without the correct forms completed: <https://absolute-petcare.co.uk/forms.php>

9.3 Absolute Pet-Care shall follow instruction given within the booking form and, if applicable, medication form but cannot be held liable for any complications which may arise.

9.4 The client should ensure that all pets boarded with Absolute Pet-Care are in good health with no contagious conditions. All pets will have a basic health check by a member of Absolute Pet-Cares staff before any service commences, any concerns will be discussed with owners.

9.4.1 Under no circumstances will Absolute Pet-Care board any pet that has any form of active contagious disease or parasites.

9.4.2 In the event of a pet having a contagious disease or parasites which has not been disclosed, the client may be liable for the costs of treatment given to other animals which may become infected.

9.5 Absolute Pet-Care needs to verify a valid vaccination certificate. This ensures the health of our own, current and future pet visitors.

9.6 Vaccinations must be completed 4 weeks prior to the first date of boarding.

9.7 If Absolute Pet-Care or family is bitten or exposed to any disease or ailment received from the clients pet which has not been properly or currently vaccinated/treated, the client will be responsible for all costs and damages that may be incurred as a result.

9.8 Flea and worming treatment must be up to date with proof of treatment from a veterinary surgery. In the event of a flea or worm infestation, Absolute Pet-Care will treat the pet, our pets, bedding and our home at the client's expense.

10 Miscellaneous

10.1 Clients must provide all food and items of equipment necessary for pet care during their time of absence.

10.2 In the event that items need to be purchased to enable Absolute Pet-Care to properly perform its duties as insufficient quantities were left by the client, or it is considered necessary in the interests of the health and wellbeing of the pet, the client shall reimburse Absolute Pet-Care upon production of a receipt for the items.

11 Security of Keys

11.1 There will be a £5 charge for key collection or key return to the client within a 5 mile radius. Outside of a 5 mile radius, an additional £1 per mile charge will be applied.

11.2 Where it is necessary for Absolute Pet-Care to hold keys to a property, the client shall provide one of each key needed. Keys will be coded and kept within a locked system for security.

11.3 It is recommended that your keys remain with Absolute Pet-Care for convenience, for future use of our services.

11.4 Keys will be returned on request, upon completion of the services, providing all fees due have been paid.

12 Change of Details

12.1 Please inform Absolute Pet-Care of any changes regarding your contact numbers, your pet care needs, your emergency contact details and any other relevant information.

12.2 It shall be the clients sole responsibility to ensure the information provided to Absolute Pet-Care is current and up to date. The client agrees to accept any decision made by Absolute Pet-Care in the event of not being able to contact the client as a result of wrong information held. If Absolute Pet-Care is subjected to any expenditure as a results of the decision, that expenditure shall be recoverable from the client. Please inform Absolute Pet-Care of any errors made on the Booking Form so these can be amended or please request a new form

13 Emergencies

13.1 An emergency contact must be provided by the client who can make a decision relating to the clients pet or home in an emergency. If this contact is unavailable, Absolute Pet-Care reserves the right to consult a nominated veterinarian (Pool House Veterinary Group or in case of Exotics Taylor and Marshall Veterinary Surgeons) and make decisions in the best interest of the pet. The client is also aware that our nominated vets will contact the clients vet for any medical information they need. Any costs incurred will be invoiced to the client.

13.2 In the event of a household emergency the client in the first instance, or the clients emergency contact will be contacted to arrange any remedial work. The client agrees if contact cannot be made to allow Absolute Pet-Care to make decisions deemed necessary and any cost incurred will be invoice to the client.

13.3 Details of shut off points for services into the property and home security systems are to be provided on the Owners Detail Form.

13.4 If Absolute Pet-Care has any urgent updates, our Facebook Page will be used to update customers on ongoing situations, we highly recommend all clients have access to this service: <https://www.facebook.com/absolutepetcare>

14 Privacy

14.1 Absolute Pet-Care shall not use or pass any client information to a third party. All information relating to the client, their property and pet will be stored in accordance with the Data Protection Act 1998, and compliant with GDPR policy 2018.

14.2 Any clients who no longer wish to use our services will have their details destroyed in compliance our Private policy.

15 Insurance

15.1 Absolute Pet-Care holds and maintains Public Liability Insurance and is all staff are Criminal Records Bureau checked for the peace of mind of its clients.

15.2 The insurance covers Absolute Pet-Care's for the services defined within the booking form during the times or periods specified.

15.3 It shall be the sole responsibility of the client to ensure their property, its contents and pets are adequately insured throughout the duration of the scheduled services.

15.4 You are advised to check to see if your insurance provider needs to be informed that someone will have access to your property whilst you are away.

15.5 Absolute Pet-Care has no liability for break in / vandalism of property during the use of its services. The client should ensure all windows and doors are secured and locked before leaving.

15.6 Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.

15.7 It is understood that the client will notify anyone with access to the home that the services of Absolute Pet-Care have been engaged.

15.8 Absolute Pet-Care shall not be liable for other persons or their actions or omissions that will be in, or have access to your property before, during or after services have been rendered.

15.9 9.8 Absolute Pet-Care cannot house or look after any animal listed on the Dangerous Wild Animal List.

16 Fences and Cat Flaps

16.1 It is recommended that cats are kept indoors to ensure their health and safety while in the care of Absolute Pet-Care.

16.2 Absolute Pet-Care does not accept any responsibility or liability for any clients animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area. This includes electric, wood, metal or any other type of fence, or in premises that contain an unlocked cat flap.

16.3 A cat flap disclosure form is required for clients cats with outside access via an unlocked cat flap.

17 Pet Sitter Companion

17.1 Absolute Pet-Care personnel may have a family member accompany them whilst providing the scheduled services. No costs will be applied to the clients account for any assistance the companion provides.

17.2 The client will be advised in advance where Absolute Pet-Care wishes to take a companion. All companions will be subjected to all necessary checks.

