



Terms of Business between V.I.Pets and Clients

1. General

- 1.1 Bookings are subject to these Terms and Conditions. Variations may be made from time to time and will be posted on our website. Acceptance of our services is deemed acceptance of our Terms and Conditions and an agreement to pay our fees on time.
- 1.2 V.I.Pets will treat the client's personal information confidentially and will not pass on details to any third parties except where essential for the protection of the clients pet. All personal information held by V.I.Pets will be kept in accordance with the Data Protection Act 1998.
- 1.3 Clients have the right to make a subject access request (SAR) to find out what information is being held about them under the Data Protection Act 1998. All SARs must be made directly to V.I.Pets in writing. V.I.Pets reserves the right to charge an admin fee of £10 for processing all SARs.
- 1.4 Information given in the initial contract and pet information form will be used for all subsequent bookings unless we are notified that there has been a change in the pet's condition or requirements. V.I.Pets reserves the right to either impose supplementary charges and/or terminate the agreement if the assignment changes from the description given by the client.
- 1.5 V.I.Pets reserves the right to deny or terminate service due to safety or financial concerns at our sole discretion; likewise, the client may terminate this agreement at any time subject to our cancellation policy (see section 3).
- 1.6 The client agrees to provide keys or arrange for access to the property to be available for V.I.Pets for the dog walking / pet visit appointment. All keys held by V.I.Pets will be kept in a secure key safe when not in use. Keys will only be used to access the clients property at agreed times and will not be used for any other purpose. Keys will not be passed to any third parties without the express permission of the client.
- 1.7 The client agrees to notify V.I.Pets of any concerns/complaints within 24 hours of any appointments.

2. Fees

- 2.1 V.I.Pets charges will be set out to the client in full prior to the booking. The client will be deemed to have accepted the charges upon confirmation of the booking.
- 2.2 Full payment is required prior to commencement of service unless otherwise specifically agreed with V.I.Pets.

- 2.3 Pet sitting bookings require a deposit to be paid in order for the booking to be confirmed. The deposit amount will be equal to 50% of the total quote for the pet sit. Pet sits will not be confirmed until the deposit has been paid. V.I.Pets reserves the right to cancel any pet sit booking if the deposit is not received. If the client needs to cancel or amend the pet sit booking then the deposit will be refunded in line with V.I.Pets cancellation policy (see section 3).
- 2.4 If the client is booking less than 48 hours before departure, V.I.Pets reserves the right to charge an additional administration fee of £5.00 at our discretion.
- 2.5 Bank holidays are charged at time and a half, with the exception of Christmas Day, Boxing Day, New Years Eve, New Years Day and Easter Sunday which are charged at twice the normal rate.
- 2.6 For all services V.I.Pets can only offer a maximum of two visits to all clients on the 25th December (Christmas Day). All other bank holidays are operated with the normal maximum of three visits unless specifically agreed at the time of booking.
- 2.7 If the client requires V.I.Pets to return their keys in the middle of a booking V.I.Pets reserves the right to charge an admin fee of £5. This fee does not apply to the initial collection or return of keys at the start or end of a contracted period.

3. Cancellations

- 3.1 The cancellation policy for V.I.Pets is as follows with the exception of bookings solely for dog walking (see points 3.3 and 3.4):-
 - a. If notice of cancellation is given by the client more than twenty eight days prior to the booking there will be no charge and any monies already paid will be refunded in full.
 - b. If notice of cancellation is given between fourteen and twenty eight days prior to the booking a fee will be charged at 25% of the total booking fee. If the client has paid a deposit (see point 2.3) this fee will be deducted from the deposit and any balance will be refunded to the client.
 - c. If notice of cancellation is given between 48 hours and fourteen days prior to the booking a fee will be charged at 50% of the total booking fee. If the client has paid a deposit (see point 2.3) this fee will be deducted from the deposit and any balance will be refunded to the client.
 - d. Cancellation given less than 48 hours prior to the booking will be charged at the full booking fee. If the client has paid a deposit (see point 2.3) the remaining balance must be paid in full by the client.
- 3.2 In the unlikely event that V.I.Pets cannot honour the booking V.I.Pets will substitute an alternative Pet Sitter or any monies paid will be refunded in full.
- 3.3 Clients who have a regular dog walking service must give at least 12 hours notice to cancel an individual walk or they will be charged in full. Occasional dog walking bookings will be subject to the normal cancellation charges.
- 3.4 Clients who have a regular dog walking service must give at least two weeks' notice to cancel their contract otherwise they will be charged in full for the two weeks cover at the regular weekly rate whether the dog(s) are walked or not.
- 3.5 In the case of extreme weather conditions, pet injury/illness, or on client request, the visit will be spent inside with client-approved activities. If extreme weather occurs whilst on a walk V.I.Pets reserves the right to shorten the walk. Full payment for the contracted period will be required in this event.

- 3.6 If V.I.Pets are unable to reach the client due to extreme weather conditions no charge will be made for that walk.

4. Pet Sitters

- 4.1 If a Pet Sitter becomes ill during an assignment V.I.Pets will use its best endeavours to make alternative arrangements.
- 4.2 The client must inform V.I.Pets of any change or extension in booking dates and agrees to pay any additional costs prior to the booking unless the booking has already started in which case all costs must be paid immediately upon the clients return.
- 4.3 V.I.Pets instructs Pet Sitters not to leave any pet unattended for more than a maximum of 6 hours whilst on a live in assignment except in an emergency. Any variation to this requirement must be agreed with V.I.Pets at the time of the booking.

5. Your Pet

- 5.1 The client agrees to give full information in relation to the needs and requirements of their pet. V.I.Pets will rely upon the information given in the initial contract and pet information form in connection with subsequent bookings unless the client advises V.I.Pets that the pet's condition or requirements have changed. V.I.Pets must be informed in writing of any changes to pet or client information.
- 5.2 V.I.Pets reserves the right to refuse bookings for badly behaved or aggressive animals. V.I.Pets reserves the right to terminate an engagement immediately if it is reasonably thought that a pet is badly behaved or aggressive either towards humans, animals or property. The client will be liable if their pet injures a third party or the Pet Sitter excepting third party liability.
- 5.3 Uncastrated dogs (unless under 10 months old) or bitches in season will not be accepted for group walking. If V.I.Pets is not notified that a bitch is in season they will not be liable in the event of the bitch falling pregnant.
- 5.4 V.I.Pets will not walk more than a maximum of 6 dogs at a time. If the contract is for a solo walk no other dogs will be walked at the same time.
- 5.5 V.I.Pets will not walk dogs off the lead without the client's prior authority and always at the client's risk. V.I.Pets will not walk dogs off the lead unless the Dog Walker is satisfied that the dog will respond to a recall signal.
- 5.6 The client is responsible for providing their pet with a suitable collar and if necessary leash. V.I.Pets is not responsible for damage or injury incurred by a pet escaping because of a faulty leash/collar or a collar that is not properly fitting.
- 5.7 V.I.Pets will not be liable for any injury, illness, disappearance, death, or fines relating to any pet with unsupervised access to the outdoors including, but not limited to, pets kept in outdoor hutches/enclosures or cats/dogs with access to a cat/dog flap.
- 5.8 Proof of vaccinations is required by V.I.Pets. Kennel cough vaccination is not compulsory for dogs but is advisable due to the potential for cross contamination.
- 5.9 The client must ensure that their pet is in good health and free from fleas and is adequately wormed. If V.I.Pets believes the pet is not in good health we reserve the right to seek veterinary advice on the client's behalf and the client will be liable for any veterinary fees.
- 5.10 V.I.Pets will not walk dogs with a known transmissible infection or disease even on a one to one basis due to the risk of cross infection.

- 5.11 If V.I.Pets deems it necessary the pet will be taken to a veterinary surgeon. The client is responsible for any fees that are reasonably incurred during their absence or during the course of an assignment. In the event of an emergency V.I.Pets will attempt to contact the owner immediately or a trusted third party that has been previously agreed with us.
- 5.12 V.I.Pets will administer medications to pets only with the client's permission. Prescription medications must be left in their original packaging with the directions as given by the vet. V.I.Pets accepts no liability for illness, injury or death caused by administering medications or by animals refusing to take medications.
- 5.13 The client agrees to reimburse V.I.Pets for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
- 5.14 V.I.Pets reserves the right to refuse to walk dogs who wear choke chains or electric collars. V.I.Pets will not administer negative punishment including any method which may cause an animal pain or distress.
- 5.15 The client is responsible for ensuring their pet has up to date tags fitted on their collar. All dogs must have a tag with the owners name and current address on their collar as required by the Control of Dogs Order 1992. In the event that a dog does not have a suitable tag than the client will be responsible for any fines incurred.
- 5.16 The client is responsible for ensuring that all dogs are micro chipped and that the registered details are up to date in accordance with current legislation.
- 5.17 The client is responsible for providing suitable towels and/or brushes for their pet to be cleaned after a visit. V.I.Pets will not provide towels for cleaning pets due to the risk of cross contamination.

6. Your Property

- 6.1 Pet Sitters will leave your property at the level of cleanliness they found it. The client is respectfully asked to note that the Pet Sitter will not be subject to any additional cleaning duties unless specifically agreed at the time of booking.
- 6.2 If the Pet Sitter does not consider the property to be of a reasonable standard of cleanliness or that the facilities available to them are inadequate, he or she may decline the booking.
- 6.3 In the event of a problem or emergency with the property arising the Pet Sitter will contact the client or an approved third party as soon as reasonably possible. The client must designate an emergency contact before their departure. If no emergency contact is designated V.I.Pets reserves the right to cancel the booking.
- 6.4 V.I.Pets accepts no responsibility for security of the premises or loss if a third party also has access to the home during the term of the agreement. During all assignments pet care will only be undertaken by V.I.Pets, unless prearranged with the client.

7. Insurance and Liability

- 7.1 V.I.Pets has insurance in relation to the performance of duties as Dog Walkers or Pet Sitters only. It is not a substitute for the client's own insurance cover.
- 7.2 It is the client's responsibility to insure their property and their pet. V.I.Pets accepts no liability for damage caused by the pet or a Pet Sitter during an assignment excepting third party liability. The client will be liable in the event that the Pet Sitter or a third party is injured by their pet excepting third party liability.

- 7.3 V.I.Pets insurance only operates when a Pet Sitter or Dog Walker is working on an assignment for the duration and times agreed with the client.
- 7.4 In the event that due to conditions beyond their control a Pet Sitter is unavailable and the client's charges have been refunded to them under clause 3.2, V.I.Pets accept no liability for any additional losses that may occur.
- 7.5 In the event that a booking is cancelled for any reason by either the client or V.I.Pets then V.I.Pets accepts no liability for additional losses that may occur.
- 7.6 The client must make sure they have given full written details and instructions on the care of their pet and the house (if house sitting) prior to the booking. Neither V.I.Pets nor the Pet Sitters will be responsible for any damage or injury to the property or pet if full instructions are not given in advance of the assignment.
- 7.7 The client will indemnify V.I.Pets against any claims for loss or injury caused to either Pet Sitter, their property or the Pet Sitter's pets which are caused by the client's pet or as a result of breach of these terms and conditions, negligence or otherwise.

8. Images

- 8.1 For the purpose of these Terms and Conditions the definition of images includes photos, videos, drawings or any other visual representation.
- 8.2 V.I.Pets reserves the right to take photos, videos or create other visual representations of the clients pet at any time for its own records or personal use.
- 8.3 The intellectual property rights and copyright of all images will remain with V.I.Pets.
- 8.4 V.I.Pets reserves the right to use images for publicity or advertising purposes including, but not limited to, V.I.Pets website, social media, YouTube and other advertising/publicity mediums. V.I.Pets reserves the right to use images with no compensation to any other parties involved.
- 8.5 V.I.Pets will only use images for commercial purposes, including advertising, with the written permission of the client.
- 8.6 The client may revoke this permission at any time. The client must submit their revocation to V.I.Pets in writing. V.I.Pets will remove any images used for publicity or advertising within a reasonable time frame. If an image has been used on social media the client accepts that it may be impossible to completely remove an image from the public domain.
- 8.7 If the client revokes permission for an image that is being used as part of a paid advertising campaign the client will be liable for any associated fees to remove or edit this image from the campaign. If the image cannot be removed from the campaign for any reason the client accepts that the image will be used for the duration of the campaign and will be removed at the earliest possible time.
- 8.8 V.I.Pets will not sell or transfer copyright or use of any images to a third party without the client's permission.
- 8.9 V.I.Pets will only display images along with the pet's name. None of the client's personal information will be displayed. The client can request that the pet's name not be displayed. This request must be made in writing to V.I.Pets.
- 8.10 Clients may use V.I.Pets images of their pet for their personal use only. Clients may not use any of V.I.Pets images for commercial purposes without the written permission of V.I.Pets. Clients may share V.I.Pets images on social media but they must give credit to V.I.Pets and link back to

either V.I.Pets website or associated social media site. V.I.Pets will retain the copyright of the image at all times.

9. Mailing List

- 9.1 V.I.Pets mailing list is used for contacting clients who have subscribed about blog, website or social media updates.
- 9.2 By subscribing to V.I.Pets mailing list the client confirms that they agree to these Terms and Conditions.
- 9.3 By subscribing the client agrees to be contacted by V.I.Pets.
- 9.4 The client agrees to provide accurate information regarding their name and email address. This information will be held in accordance with the Data Protection Act 1998 and will not be passed or sold to any third party without the permission of the client.
- 9.5 The client has the right to unsubscribe from the mailing list at any time by submitting their request to V.I.Pets in writing.
- 9.6 V.I.Pets has the right to cancel or suspend a client's subscription at any time at our discretion.
- 9.7 The content of any mailings, blog posts, social media posts and website content including ideas, designs, text, audio, audiovisual, photos and any other media is copyright V.I.Pets. Clients may use the content of mailings for their own personal use. Clients may not use the content of any mailings for commercial use without the written permission of V.I.Pets.
- 9.8 Clients may not use, copy, reproduce, modify or transmit any content without the written permission of V.I.Pets.
- 9.9 V.I.Pets website and blog is for information purposes only and is not comprehensive or advisory in nature. Whilst V.I.Pets does its best to ensure all information is up to date V.I.Pets does not guarantee accuracy, currency or completeness of any information.
- 9.10 Mailing content may contain links and references to third parties websites. V.I.Pets is not responsible or liable for the content of any third party websites. Clients use third party websites at their own risk.
- 9.11 Any links provided within V.I.Pets blog, social media posts, website or mailings are for convenience only and do not indicate endorsement by V.I.Pets.