

Animals at Home Client Service Agreement

Terms & Conditions

This agreement will remain valid for future services, with the exception of any agreed changes or changes in fees, visits and times. This agreement will be filed.

The client hereto agrees as follows:

1. **Animals at Home (Branch Name) Ltd** and its employees agree to provide the services in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against **Animals at Home (Branch Name) Ltd** or its employees, unless arising from negligence on the part of **Animals at Home (Branch Name) Ltd**.
2. **Animals at Home (Branch Name) Ltd** or its employees shall not be held responsible for loss, injury or death, or actions of any pet that the client has allowed outside or has instructed the carer to allow outside while the carer is not present. This includes premises with dog / cat flaps and pets that are kept outside.
3. The client understands that all pets (where appropriate) must be registered with a veterinarian and be currently vaccinated.
4. No pets will be allowed to roam or be allowed off a lead while the pet carer is present. If the client has instructed the carer to do so, **Animals at Home (Branch Name) Ltd** is not responsible for the actions of that pet.
5. **Animals at Home (Branch Name) Ltd** do not diagnose, make prognoses, or make therapy decisions, nor does it offer veterinary services. Any veterinary / medical concerns will be referred to a veterinarian.
6. **Animals at Home (Branch Name) Ltd** will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a veterinarian.
7. **Animals at Home (Branch Name) Ltd** will not accept aggressive animals.
8. **Animals at Home (Branch Name) Ltd** will not walk unruly or untrained dogs or dogs that are unable to walk on a lead (i.e. pull aggressively or choke themselves on the lead).
9. **Animals at Home (Branch Name) Ltd** will not carry out time specific visits, as we cannot accurately predict our time of arrival. A two-hour window is acceptable.
10. Business and visiting hours fall between the times of 0800 hrs and 2000hrs. Services are usually completed during this time unless unforeseen circumstances occur (i.e. Emergency incident or call-out).
11. **Animals at Home (Branch Name) Ltd** reserve the right to deny service or terminate service because of safety concerns, client financial concerns, or inappropriate or uncomfortable situations.
12. **Animals at Home (Branch Name) Ltd** will take a photograph(s) of your pet(s) for reference use and may use that photograph(s) for advertising, publicity or promotional means.
13. Cancellations received 4 weeks prior to scheduled service will incur a 50% cancellation fee, cancellations received within the last 48 hours prior to scheduled service will incur a 100% cancellation fee. In the event of a returned cheque, the client must pay the entire invoice and all applicable fees promptly via cash only.
14. You agree that all repeat bookings or otherwise are channeled and booked through **Animals at Home (Branch Name) Ltd**. As a client of **Animals at Home (Branch Name) Ltd** booking service you accept that your dog's independent carer whom you were introduced to by **Animals at Home (Branch Name) Ltd** must not be approached by yourself to accept a direct booking from you without also going through **Animals at Home (Branch Name) Ltd**. You also accept that you will not accept any offer of a stay from any of our carers/Host's without having booked through **Animals at Home (Branch Name) Ltd**. Termination and exclusion from using our booking service without refund may result and an introductory fee being made due payable to **Animals at Home (Branch Name) Ltd** by the carer/Host.
15. You agree that in the unlikely event of your dog's carer/host being no longer available due to exceptional personal circumstances, you will be contacted by **Animals at Home (Branch Name) Ltd** and where possible an alternative suitable carer will be offered. **Animals at Home (Branch Name) Ltd** shall do the utmost to assist the owner in finding alternative carers but shall not be liable for any consequential losses arising out of the owner not being able to secure an alternative.

Continued

16. It is agreed that client information can be stored by Animals at Home (H/O) Ltd and will not be shared with any third parties without your permission.
17. I agree that (if required) **Animals at Home (Branch Name) Ltd** can make a copy of my key as a spare, or to issue to agreed pet carers. That key will be returned with the original at the cessation of service.
18. I agree, unless specifically stated, that my dog may share space, or exercise with another dog other than and / or as well as **Animals at Home (Branch Name) Ltd**, owned dogs.
19. **Payment is required BEFORE services are rendered. In the event of additional or unforeseen visits or other costs (such as food, supplies or vet fees), payment is required within 5 days of the completion of the service; a late payment charge of £20 will be applied after that time.**
20. **On signing this agreement, you are allowing Animals at Home (Branch Name) Ltd to act as your agent and give express permission for Animals at Home (Branch Name) Ltd to sign veterinary consent forms for any treatment that may need to be carried out in your absence.**

If I fail to return to my home address, for any reason; I nominate (name, address and telephone number).....

.....
 to take on the care and ownership of the animal(s) detailed in this document and make payment for any additional charges.

If I fail to contact (by any means) Animals at Home (**Branch Name**) Ltd, or the third party acting on my behalf (person named above) within 14 days of the due end-of-service date; I give Animals at Home (**Branch Name**) Ltd my express permission to rehome the animal(s) detailed in this document in a safe, proper and lawful way to a bona-fide animal rehoming organization.

I (the client) fully understand and agree to the contents detailed in Home Care Visit Initial Survey document and the service agreement contract.

Print Name:.....

Client Signature:.....

Future Contact: (Please circle your preference?)

Email: Yes/No
 SMS: Yes/No

Mobile: Yes/No
 Post: Yes/No



Cat Care - Dog Care - Dog Walking - Pet Transport - Pet Relocation
 Pet Home Visits - Pet Event First Aid - Horse & Pony Care
 Animal Ambulance - Smallholdings Care - Hobby Animal Care
 Companion / Welfare Visits