



Heathers Pet Services

We do what we do because we love animals.

Heathers Pet Services Ltd (Trading as Heathers Pet Care Services)

Terms and Conditions

By using our services you are agreeing to Heathers Pet Services Ltd terms and conditions as listed below and our company policies:

Registration

All pets must be registered at an induction with us before we can provide any services. All we need to do is arrange a convenient time to meet you and your pet(s). The process is quite straightforward and will involve the completion of a form, which we will ask you to sign if we are all happy to proceed. We will ask about your pet's/pets' health, history, behavior, habits, likes and dislikes. We will also need to record your veterinary practice details and, if applicable, take details of your pet/pets' vaccinations. Finally, we may discuss household information e.g. provision of a key. By signing this form and using our service for the first time you are agreeing to our terms and conditions listed here.

Pets are accepted on the basis of the information provided on the registration form and Heathers Pet Services Ltd cannot accept responsibility for the consequences of a pet exhibiting behavior not predicable from the information disclosed in the registration form.

Heathers Pet Services Ltd does not accept bitches in season or about to come into season at day care or group walks. In addition, those dogs as listed in the Dangerous Dogs (Amendment) Act 1997 e.g. the Pit Bull Terrier, the Japanese Tosa, the Dogo Argentino, and the Fila Brasileiro cannot be accepted. Puppies are taken on with up to 1 year the provision that they will be spayed before they are over 1 year old or that they will be on solo half hour walks during their season.

Heathers Pet Services Ltd is members of **The Pet Industry Federation, The IMDT, VSPDT and PPG** and therefore abides by all of the above codes of practice.

Company Number: 8742071 - Registered office: 14A Down Lane Bathampton Bath BA2 6UE

01225 460841 – 07784626598

www.heatherspetcare.co.uk



Heathers Pet Services

We do what we do because we love animals.

Identification of Dogs

In accordance with the control of dogs order 1922, dogs should wear a collar with the name and address (including postcode) of the owner engraved or written on it, or engraved on a tag (whether the dog is micro-chipped or not). A telephone number is optional but advisable. Failure to do so can result in a fine, which the dog owner is liable for. It is also against the law to not have your dog microchipped; if you do not have your dog chipped we will be unable to provide walking services to your dog. Heathers Pet Services Ltd is happy to source a tag at cost but this will need to be arranged prior to the first walk. We have collars that are made with our business name, address and telephone numbers. Your dog/s could easily be recognised by this if lost and we can be contacted immediately.

Vaccinations & Health

Heathers Pet Services Ltd would ask that you ensure that your pet(s) is/are vaccinated in accordance with veterinary advice. All dogs registered with Heathers Pet Services Ltd must be vaccinated or provide proof of immunity. We also ask that owners ensure that pets are in good health and are free from fleas and adequately wormed. If your pet is booked in for our group walking service but becomes sick or is sick upon arrival we reserve the right to terminate or refuse to walk in a group on that day, you will be notified and appropriate visits could be carried out instead.

Emergencies

if it becomes necessary, the pet(s) will be taken to the owner's veterinary practice whenever possible but this cannot be guaranteed, especially in the case of the dog walking service, we may need to travel to the nearest practice. Heathers Pet Services Ltd will terminate a walk if it is necessary to return a dog to its home or in order to travel to a local veterinary practice. The owner will always be notified immediately. Heathers Pet Services Ltd is registered with Highcroft Veterinary Group and Bath Veterinary Group.

Heathers Pet Services Ltd reserves the right, in exceptional circumstances; to return dogs/end the service during the contract period. This may be as a result of an emergency e.g. injury or infectious illness, or if a bitch comes into season, or because a dog is unsettling other dogs. Owners who are going away MUST therefore provide an emergency UK



Heathers Pet Services

We do what we do because we love animals.

contact.

Insurance & Security

Heathers Pet Services Ltd holds public liability insurance for the loss and/or damage to third party property and/or bodily injury to third party persons arising out of the insured's activities as a pet carer. Cover as a result of negligence to the limit of £3, 00000 any one accident. The policy also covers our liability for loss or straying of any animal in our custody and control, up to a limit of £10,000.00 per animal.

Please note that we take the security of your home very seriously. If you provide us with a key, we will only use it to collect and return your dog(s) to your home or for home visits or for the pet sitting services and, for no other purpose and we will keep it safe, not let anyone else have it, not copy it without consent and will return it to you on demand or have it ready for collection and sign out. All keys will be kept in a secure location (in van safes or in the walkers homes) and will not be marked with your address but will be coded for identification accordingly. All members of the Heathers Pet Services Ltd team are police checked and they have to have an extensive training plan and shadowing period as well as attending many CPD opportunities throughout their engagement with us. Documents such as police checks are available through email at anytime.

Bookings/Cancellations

Our booking system closes each week on a Saturday evening, If you need to book after this time or cancel you need to call/text 07784626598 or email heather@heatherspetservices.co.uk Either party may terminate the agreement of services by providing one weeks' notice. Bookings may be cancelled or changed provided **48 hours** notice is given for walks and visits or **1 weeks** notice for boarding users. After this time, a cancellation fee of 100% of the booked service will be charged.

Payment is required within 7 days of the invoice being sent to you.

Should we arrive at your premises to collect your dog/visit your pet(s) for a booked appointment and they are not there (e.g. you have forgotten to cancel), the full amount of the service booked will be charged.

Company Number: 8742071 - Registered office: 14A Down Lane Bathampton Bath BA2 6UE

01225 460841 – 07784626598

www.heatherspetcare.co.uk



Heathers Pet Services

We do what we do because we love animals.

The online booking system is there to create a fail-safe rota for all the team, it is simple to use and your data is stored using an encrypted server. Bookings through the system will need to be completed before midnight on a Saturday for the following week, this allowing us the Sunday to confirm the rotas for the team our end. Any bookings or changes that need to be made outside of this for the upcoming week will need to go through Heather who can manually add or cancel the date/s.

If Heathers Pet Services Ltd needs to cancel your booking (or any part of your booking) for any reason, you will receive a refund of 100% of any money already paid (or a refund for the part of the booking not delivered)

Cancelling your service

You retain the right to cancel our service and agreement; you must do this in writing to heather@heatherspetservices.co.uk. You may collect your key from either Fishponds, Bristol or Bathampton, Bath. However if this is not possible your key may be returned to you at a time suitable and specified by us, however upon any key return you are required to sign a form to say that you have received your key back from us.

Inductions

Heathers Pet Services Ltd insist on an induction before agreeing to look after your pet/s at the induction you will meet the pet carer/s who will be looking after your pet/s.

Heathers Pet Services Ltd always return telephone calls, emails and text messages. We always confirm bookings and cancellations. If you do not receive a reply or confirmation of a booking/cancellation, please assume that there is a system failure and try to contact us again. If you have cancelled or booked through the booking system, log in and check your dates cancelled dates will be listed and added dates will have confirmed next to them.



Heathers Pet Services

We do what we do because we love animals.

Prices & Payment

The charges for the services are set out on the Heathers Pet Services Ltd website and relevant leaflets these charges are not including VAT, as a VAT registered company we have to charge 20% to all of our prices meaning that a dog walk at £10 becomes £12 (at particular busy times of the year such as Christmas, New Year and bank holidays and, if the service is available, a supplement will be applicable).

The customer will be deemed to have accepted the charges of Heathers Pet Services Ltd upon confirmation of a booking. Prices are subject to annual review. All customers will be notified before any changes are made.

Payment invoices are issued on a monthly basis. Payment terms are 7 days from date of invoice. Cash, cheque (made payable to Heather's Pet Services Ltd) and sent to the head office or Bank transfer. Payments should not be made to your Pet carer. Bank details are provided upon request and are listed on our invoices. We have a direct debit facility that you will get an email about joining, if you join our scheme the invoice will still be sent to you around 10 days before the money is taken from your account, if there are any issues or changes that need to be made on your invoice please get in touch so we can make the changes before the payments are requested. Direct debits will leave your account on or after the last day of each month. If you want to sign up for direct debit please get I touch with Heather. You will still receive a bill beforehand and the bill becomes the direct debit amount to be taken.

Weekends/Bank Holidays

We can visit or walk your dog on weekends/bank holidays but these dates must be booked in as a special arrangement manner. If we haven't been asked for a particular bank holiday to be booked in we will assume you do not need our service. Bank holidays carry an extra charge for all services.

Company Number: 8742071 - Registered office: 14A Down Lane Bathampton Bath BA2 6UE

01225 460841 – 07784626598

www.heatherspetcare.co.uk



Heathers Pet Services

We do what we do because we love animals.

These dates cannot be booked through the online system but you can request them by emailing, phoning or texting Heather.

Transportation

Our fleet of vans which are owned by Heathers Pet Services Ltd are fully kitted out for suitable and safe transportation of animals. We have state of the art trackers and cameras installed into our vans and electric fans to keep temperatures cool. You are welcome to view any of our vans at induction. We also have safes in our vans for holding your keys whilst we are out walking. Our Vans are serviced and MOT's are carried out annually. We are insured under a commercial insurance policy.

Company policies

We have many health and safety/company policies which the team adhere to; we also have an incident report book and checklist for our team. These are all updated and reviewed annually by Heather Thomas. We have 2 human first aider's and every member of our team completes training in pet first aid.

Our company policies are as follows:

Pet visit policy

Dog walking policy

Van policy

Dog Boarding Policy

Privacy Policy

Home boarding policy

If you wish to view any of these please get in touch.



Heathers Pet Services

We do what we do because we love animals.

Address: Heather's Pet Services Ltd, 14A Down Lane, Bathampton, Bath BA2 6UE.

Telephone: 01225 460841 Mobile: 07784626598

Email: heather@heatherspetservices.co.uk
www.heatherspetservices.co.uk

Team Leader Bristol: 07808648793

Team Leader Bath: 07808648784

All our team are under contract with Heather's Pet Services Ltd. As such, the team are not permitted to work directly for the client and infringement of this will result in the contract of the Pet carer being terminated. We respectfully ask that you do not place our Pet carers in this position by requesting private bookings.