

A Teacher's Pet

Pet sitting & Dog Walking Services in Kent



Terms and Conditions for Pet Sitting

A Teacher's Pet will ensure your pet:

- Is treated with kindness, dignity, and respect.
- Your pet's water will be changed upon every visit.
- is fed as per your instructions.
- Given companionship for the duration of the visit.
- For Dog Owners, your pet will be walked and exercised as agreed.

HEALTH

You expressly agree that:

- Your pet(s) are free of transmittable infections.
- Your pet(s) flea / worm treatment is current and up to date.
- Your pet's vaccinations and certificates are up-to-date and available to view if required at the time of consultation.
- If you are not sure, please check with your veterinarian.
- Any Animal whose health does not meet with the above expressed agreement will not be booked.

VET ALERTS

You agree to:

- Sign a veterinary release form authorising A Teacher's Pet to act on your behalf in the best interests of your pet during the period booked.
- Notify your veterinarian of the signed veterinary release form and in your absence A Teacher's Pet will be caring for your pet for the period booked.
- You are responsible for all veterinary costs incurred during the booked period of your absence.
- Pay for any veterinary costs over the phone, on-line with the vet's practice or make arrangements with the vet for any post payments.

EMERGENCIES

If there is a concern regarding the health of your pet A Teacher's Pet will:

- Try to contact you in the first instance and failing that: – contact the number of your emergency contacts.
- If your pet requires veterinary care, I will transport your pet to your own veterinary practice or due to either distance or opening hours your pet will attend the nearest emergency surgery if the situation seems critical.

- **PET PROVISIONS**

The owner is responsible for providing:

- All medicine, food, treats, litter, and anything else your pet will need during the entire length of your absence.
- If items are not provided in sufficient quantities A Teacher's Pet will where possible purchase the same brand(s) at the nearest supermarket.
- You will be informed of this at the time the situation arises.
- Each trip to the supermarket will incur a five-pound fee plus cost of items purchased.
- Incurred costs will be invoiced to you upon your return.

ACCIDENTS / SOILING / DISPOSAL

- A Teacher's Pet will not be responsible for damage to your property caused by your pet(s): i.e. damage to furniture, personal belongings, carpets, rugs, doors, floors, plants or lawns caused by your pet(s) spraying, scratching, vomiting, urination or defecating.
- Every reasonable attempt will be made by A Teacher's Pet to clean any mess or soiling caused by your pet(s) that are made and found during the period of your booked pet sitting visit.
- All necessary cleaning materials and litter shall be made available by you, the owner, and to be made easily accessible for your sitter to use.
- Regrettably A Teacher's Pet cannot provide house cleaning or gardening services. Your property will be treated with respect and your home will be left as found at the beginning of the visit.

INSURANCES

- Please check and inform your insurers that someone will be visiting your home whilst you are away – if you do not this could invalidate your policies.
- A Teacher's Pet has professional indemnity insurance, public liability, DBS Checked and Pet First Aid Trained.

- **SECURITY**

- Client's keys will not have their address on them.
- Keys will be coded and held in locked secure storage.
- The client's keys held in the interim will be returned once the client notifies A Teacher's Pet of their safe return and that no outstanding monies are owed to A Teacher's Pet for services rendered.

CONFIDENTIALITY / PRIVACY

- Your contract with A Teacher's Pet is a confidential matter.
- Client details will not be used for any purpose other than for the business of caring and wellbeing of their pet.
- Client privacy will be respected and maintained.
- If you have in-house security cameras A Teacher's Pet are more than happy to be filmed for security purposes but do not consent for the footage to be shared on social media.

PAYMENTS / FEES:

- 25% no-refundable deposit of the total cost on the day of booking

- This deposit will confirm and secure the dates of your booking.
- Full payment for all booked pet sitting services due: the residual amount owed to be received by A Teacher's Pet at a minimum seven days prior to the first date of the assigned visit.
- Form of Payment: By bank transfer to A Teacher's Pet bank account details will be provided to you.

CANCELLATION AND NOTICE:

- Fees are non-refundable should you decide to only part use a package – return early or depart later, this is also applicable to all booked dates and/or if you decided to cancel the whole booking at the last minute.
- All bookings include a 25% non-refundable deposit.
- Bookings cancelled seven days prior to the agreed visit start date incur an additional 25% of the total booking cost.
- Bookings cancelled three or less days prior to the agreed start date: are charged at 100% of the total cost of your booking.
- In the unlikely event A Teacher's Pet must cancel a booking as much notice as possible will be given and a full refund of monies paid will be returned.
- A breach of the terms and conditions may result in cancellation of agreement.
- Any refundable amounts due will be transferred into the client's bank account within thirty days from the notice of cancellation.

CONSULTATIONS

As your pet carer we will meet with you and your pet in your own home. It is important at this stage you are happy with your pet's response towards us, and the service A Teacher's Pet will be providing you with.