



# PET TRANSPORT



# TERMS & CONDITIONS



## 1. PRIOR TO BOOKING

1.1: Before any booking can be confirmed, you (the Client) will be required to complete a Pet Transport form, detailing all the relevant information regarding your transport requirements, including animal and address details.

1.2: LRSDS will send conformation of the booking once the 'Pet Transport' forms have been completed and received.

1.3: No bookings can be made without completed and returned Pet Transport forms.

1.4: A 50% deposit will be required 7 days before the confirmed booking if booked in advance.

## 2. CONDITIONS OF ANIMALS DURING TRANSPORT

2.1: Animals will be transported in the LRSDS custom built transport vehicle. Each dog will be separated in individual crates to ensure they get their own space during transport.

2.2: It is required that cats and other small animals travel in their own carriers or cages provided by you (the Client), which can be secured inside one of our built-in crates (on a different level to the dog(s) if transporting together).

2.3: LRSDS does not provide carriers or cages for cats or other small animals.

2.4: For journeys over 30 minutes, it is advisable that pets are not fed for at least 3 hours prior to travel and to ensure they have had a toilet break before commencing their journey with LRSDS.

2.5: LRSDS will endeavour to make all animals as comfortable as possible during their journey.

2.6: LRSDS will not transport contagious or deceased animals.

2.7: LRSDS will always carry an animal first aid kit, water, bowls, and towels during transit.

2.8: The LRSDS is air conditioned and has a 12V roof fan installed to ensure air circulation.

### 3. PET TRANSPORT

3.1: A fuel charge of 50p per mile will be issued for any milage outside of a 5-mile radius from Highley, Shropshire.

3.2: If LRSDS is booked for a return journey on the same day and you (the Client) become available to collect your pet(s) yourself, the full cost of the return journey will still be charged.

3.3: LRSDS Pet Transport services covers England and Wales only.

3.4: LRSDS Pet Transport services will only transport dogs and smaller pet animals.

3.5: Horses and farm animals will not be transported by LRSDS.

3.6: LRSDS is not a licenced taxi company, and as such is not licenced to carry human passengers.

3.7: The only exception to transporting human passengers, is in an emergency whereby you (the Client) must accompany your pet(s).

3.8: LRSDS agrees to hold a current and clear driving licence, with valid vehicle tax and insurance.

3.9: LRSDS agrees to maintain the transport vehicle to a high standard, and make sure that the MOT and service requirements are met.

3.10: You (the Client) will provide suitable harnesses and collars for your dog(s) that they cannot pull out of, with an ID tag as approved by LRSDS, as well as a muzzle (if required).

3.11: It is required under The Control of Dogs Order 1992 for every dog, whilst in a public place or highway to be wearing a collar with the name and contact details of the owner attached to it.

3.12: Clip on ID tags will also be provided for dogs by LRSDS with our contact details on, to be worn for the duration of each journey.

3.13: LRSDS will supply and be equipped with waste bags and will duly remove and dispose of the dog(s) faeces from all public places.

3.14: LRSDS agrees to always keep dogs under proper control in line with the Dangerous Dogs Act (1991) and The Dogs Act (1871).

## 4. TRANSPORT FOR VETS APPOINTMENTS

4.1: Upon collection of the animal(s), you (the Client) must provide LRSDS with a physical list of concerns for the veterinarian to discuss during the appointment.

4.2: Vets transport bookings will include LRSDS escorting the animal(s) into the veterinary practice and being present with the animal(s) during their appointment.

4.3: Vets transport bookings are priced on a 15-minute appointment. Any additional waiting time will be charged on top at £4.00 per 15 minutes.

4.4: All appointments can be voice recorded (with the veterinarian's permission) so that you (the Client) know exactly what treatment has been recommended for your pet(s).

4.5: Alternatively, LRSDS can call you (the Client) from the veterinary practice if you (the Client) would like to discuss treatment options directly with the veterinarian.

4.6: You (the Client) agree to pay all veterinary fees incurred for the appointment directly to the veterinary practice.

4.7: LRSDS or the veterinary practice will call you (the Client) at the end of the appointment to make full payment to them over the phone.

4.8: LRSDS will under no circumstances pay for any veterinary appointment or treatment on your (the Client's) behalf.

## 5. EXTREME WEATHER

5.1: If it is no longer safe for LRSDS to drive due to adverse weather conditions or snow and ice, LRSDS reserves the right to cancel all services, and rebook them when it is safe to do so. You (the Client) will be notified as soon as this decision has been made.

5.2: If the transport request has been booked regarding an emergency, LRSDS will endeavour to help make alternative arrangements where possible.

## 6. EMERGENCIES

6.1: In the event of an emergency, LRSDS will make every effort to contact you (the Client) on the contact number(s) you (the Client) have provided on the Pet Transport forms, to confirm your choice of action.

6.2: If you (the Client) cannot be contacted, LRSDS will contact the emergency contact(s) as listed in your Pet Transport forms. The emergency contact(s) listed should be someone trustworthy that can act on your behalf if LRSDS is unable to contact you directly.

6.3: If a decision maker cannot be contacted, you (the Client) agree to authorize LRSDS to transport the animal(s) to your (the Client) preferred veterinary practice, or an alternative if necessary and authorize any emergency treatment as recommended by a veterinarian, excluding euthanasia. You (the Client) agree to pay all costs incurred immediately.

6.4: You (the Client) are solely responsible for the full cost of any treatment for any illness or injury that your animal(s) have whilst under the care of LRSDS, as well as any associated costs.

## 7. CANCELLATION OF TRANSPORT BOOKINGS

7.1: All cancellations of services made within 12 hours of the confirmed booking will result in services being charged at the full rate.

7.2: All cancellations of services made between 12-24 hours of the confirmed booking will result in services being charged at 50%.

7.3: All cancellations of services over 24 hours before the confirmed booking will either be refunded in full or credited to your account for the following unpaid booking.

## 8. PAYMENT OF TRANSPORT BOOKINGS

8.1: LRSDS will send you (the Client) booking conformation, including amount payable and payment due date.

8.2: You (the Client) agree to pay a 50% deposit 7 days before your confirmed booking, when booking in advance.

8.3: You (the Client) agree to pay for the remaining 50% of the booking, via bank transfer to the bank details provided to you (the Client), upon delivery of the animal(s).

8.4: When making a bulk booking for any service (more than one per week), you (the Client) agree to pay for the full week's bookings on the first day that LRSDS attends.

8.5: LRSDS will hold digital invoices for each booking. You (the Client) must indicate whether you would like copies of your invoices on the Pet Transport forms.

8.6: If you (the Client) would prefer to pay cash, LRSDS may arrange to take a 100% payment upon collection of the animal(s) in place of a 50% deposit on individual cases.

## 9. DURATION OF THE SERVICE AGREEMENT

9.1: Where this service is a regular arrangement over a period of time (more than five appointments per month), you (the Client) agree to a one-week notice of termination of the agreement.

9.2: If you (the Client) no longer need transport during the notice period, a 50% charge of the usual booking amount will be required. This will be based on an average of the previous four weeks bookings.

9.3: Any wrongful or misleading information in the Pet Transport forms may constitute a breach of terms of this service agreement and be grounds for instant termination thereof.

9.4: Termination under the circumstances described in 9.3 above shall not entitle you (the Client) to any refunds nor relief of any outstanding payments due.

9.5: If LRSDS should need to terminate the agreement under any circumstances except for those listed in 10.3, a one-week notice termination will be issued, to allow you time to find alternative arrangements.



## 10. RELATIONSHIP & RESPONSIBILITIES

10.1: It is expressly understood that you (the Client) retain the services of LRSDS as an Independent Contractor and not as an employee.

10.2: LRSDS agrees to perform services in an attentive, reliable, and caring manner, and you (the Client) agree to provide all necessary information to assist in this performance.

10.3: LRSDS agrees to notify you (the Client) of any occurrence pertaining to the dog(s) which may be relevant to the care and well-being of the dog(s).

10.4: You (the Client) are responsible for disclosing any information that could be harmful to the health and welfare of other animals or people, in the form of aggression or diseases.

10.5: LRSDS agrees to give as much notice as possible for a personal cancellation. In this instant, you (the Client) will receive a full refund or credit for the following unpaid booking.

10.6: LRSDS reserves the right to use photos of your (the Client's) animal(s) on [www.lrsdogservices.co.uk](http://www.lrsdogservices.co.uk) and other social media platforms. If you (the Client) wish to withdraw consent to the use of photos, you must indicate this on the Pet Transport form.

## 11. LIABILITY & INDEMNIFICATION

11.1: You (the Client) shall be liable for all medical expenses and damages caused by their animal(s) whilst in the care of LRSDS.

11.2: LRSDS is released from all liability related to transporting animal(s) to and from a veterinary practice, the medical treatment of the animal(s), and the expense thereof.

11.3: You (the Client) agree to waive and release LRSDS from any liabilities of any nature from the actions of yourself (the Client), or your animal(s); except those arising from negligence or wilful misconduct on the part of LRSDS.



## 12. BUSINESS INSURANCE

12.1: LRSDS agrees to hold valid insurance for all services provided.

12.2: LRSDS is insured by PETPLAN SANCTUARY for the following:

12.2.A: Care, Custody and Control of Animals

12.2.B: Custodial Responsibility

12.2.C: Loss or Theft of Keys

12.2.D: Public Liability

12.2.E: Professional Indemnity

## 13. LRSDS TRANSPORT VEHICLE SPECIFICATIONS:

13.1: 2014 Peugeot Expert 1.6

13.2: Valid MOT until 19/05/2024

13.3: Valid tax until 01/12/2023

13.4: 2 small crates (lockable with removable central divider)

13.5: 2 medium crates (lockable)

13.6: 3 large crates (all lockable, 2 with removable central divider)

13.7: Side security gate (lockable)

13.8: Fold down jump board at the rear

13.9: Non-slip flooring throughout the rear cab

13.10: 12V 2-way roof van and LED lighting throughout the rear cab

**BY SIGNING THE 'PET TRANSPORT FORM', YOU  
AGREE TO THE TERMS AND CONDITIONS FOR  
SERVICES PROVIDED BY LRS DOG SERVICES.**

