



Animals Great and Small

Professional loving care for your pets and home while you're away

Terms & Conditions

Thank you for choosing **Animals Great and Small**. These Terms and Conditions outline how we work to ensure the highest standard of care for your animals and the utmost respect for your home. By confirming a booking, you agree to the following terms.

1. Bookings & Payments

- A **25% non-refundable deposit**, minimum deposit £50, is required at the time of booking to secure your dates.
 - The **remaining balance** is due **no later than 14 days before the start of the sit**, unless otherwise agreed in writing.
 - Bookings are not confirmed until the deposit has been received.
 - Payment can be made via cash / bank transfer (details provided at the time of booking).
 - Failure to pay the balance by the due date may result in cancellation of the booking.
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2. Cancellations

- The **25% deposit** is non-refundable if a cancellation is made within 28 days of the start of the sit.
- **Cancellations notified at least 14 days before** the start of the booking period will receive a refund of all fees paid, **less the non-refundable deposit**, or the balance may be held over for a subsequent booking.
- **Cancellations made within seven days** of the start date will require payment of **50% of the total service fee**, subject to a **minimum charge of £50**.
- **Cancellations made within 48 hours** of the start date may be charged **in full**, at the discretion of **Animals Great and Small**.
- If **Animals Great and Small** needs to cancel due to unforeseen circumstances, any payments already made will be refunded in full.

3. Services Provided

- **Animals Great and Small** will provide animal care and home care services as agreed at the time of booking.
- The sitter will reside in the client's home for the duration of the booking (unless drop-in visits are specifically arranged).
- Care will be provided in accordance with the information supplied by the client on the **Animal & Owner Information Sheet**.

4. Client Responsibilities

- Clients must provide accurate and up-to-date information regarding their animals' health, behaviour, and routines.
- All necessary food, equipment, and supplies must be provided for the duration of the sit.
- Clients must inform **Animals Great and Small** of any visitors expected during the sit (e.g. cleaners, gardeners, family members).
- The property should be safe, secure, and fit for habitation.
- Clients must provide emergency contact details and veterinary information prior to the sit.

5. Veterinary Care & Emergencies

- Clients must complete and sign the **Veterinary Release Form** prior to the start of the sit.
 - In the event of illness or injury, the sitter will make every reasonable effort to contact the owner before seeking veterinary care.
 - If the owner cannot be reached, veterinary attention will be sought in accordance with the Veterinary Release Form.
 - The client remains **fully responsible for all veterinary fees**.
 - **Animals Great and Small** is not responsible for illness, injury, or death of an animal where reasonable care has been taken.
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6. Keys & Security

- All keys will be stored securely and will not be labelled with identifying information.
 - Keys will be returned to the client at the end of the sit as agreed.
 - Clients must provide any necessary alarm codes or security instructions prior to the sit.
 - **Animals Great and Small** accepts no responsibility for alarm malfunctions or third-party visits beyond its control.
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7. CCTV & Privacy

- Clients must inform **Animals Great and Small** of any CCTV or recording devices in or around the property.
 - **Indoor cameras** in private areas (e.g. bedrooms, bathrooms) must be switched off for the duration of the sit.
 - Any undisclosed active recording inside the property will be considered a breach of trust and may result in termination of services.
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8. Additional Charges

- Any changes to the original booking — including altered dates, additional animals, extended care requirements, or late returns — may result in additional charges.
 - Such charges will be discussed and agreed with the client before any additional services are provided.
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9. Liability & Insurance

- **Animals Great and Small** holds public liability insurance appropriate for its services.
 - Every effort will be made to ensure the safety, comfort, and wellbeing of the animals and property.
 - However, **Animals Great and Small** cannot be held responsible for:
 - Accidents, illness, or injury to any animal that could not have been reasonably prevented.
 - Damage caused by an animal to property or possessions.
 - Mechanical or structural failures within the home (e.g. appliances, plumbing, electrics).
 - Clients are advised to maintain their own household insurance to cover such eventualities.
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10. Termination of Service

- Either party may terminate the agreement at any time by giving reasonable notice.
 - **Animals Great and Small** reserves the right to end a sit immediately if an animal shows aggression or poses a risk to safety.
 - In such cases, emergency arrangements will be made for the animal's care, and no refund will be issued.
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11. Governing Law

These Terms & Conditions are governed by **UK law**.

Contact Details:

Sara - Animals Great and Small

07843051606

enquiries@animalsgreatandsmall.co.uk

animalsgreatandsmall.co.uk

