

General Information

1. When you book a service with The Rural Pet Services, it means you agree to our terms and conditions. We kindly ask all new clients to schedule an in-home meet-and-greet consultation.
2. Please ensure your pet is current on all vaccinations, including Kennel Cough, and has been treated for worms, fleas, and ticks. Exceptions must be certified by your vet.
3. You're responsible for keeping your pet free from any contagious or infectious diseases.
4. Notify us immediately if your pet has been exposed to or is suffering from any infectious or contagious conditions.
5. Pets with infectious conditions cannot be transported in our vehicles until cleared by a vet. This includes conditions like Distemper, Hepatitis, Kennel Cough, Parvovirus, worms, fleas, infectious skin diseases, and intestinal parasites. We may deny admission until the condition is resolved.
6. We are not liable for any lost, stolen, or damaged items such as leads, collars, tags, or clothing left with your pet.
7. If you consent to your pet being photographed or videotaped, these images may be used in our media or advertising and become the property of our service.

Booking Information

1. We'll give you a time window for when visits will happen. Occasionally, due to unforeseen circumstances, this window might need to change.
2. Please note that services on bank holidays come with additional fees, which we'll inform you about during the booking process.
3. For new clients, an in-home consultation is required before we can confirm your reservation.
4. We ask that all bookings be made at least 24 hours in advance.
5. The client gives us permission to enter their property to carry out the booked service at the arranged date and time.

Cancellation Policy

1. If a booking is cancelled within 24 hours, the full amount will be charged.
2. If we're unable to provide the agreed service, we'll make every effort to find an alternative solution. In extreme situations, we aim to give you at least 24 hours' notice.

3. Cancelling a scheduled service with less than 24 hours' notice may result in a full charge or the option to reschedule at our discretion.
4. If your pet becomes aggressive or dangerous, we may need to end the service contract immediately.
5. Clients providing any incorrect or misleading information on your Pet Information sheets could lead to an immediate termination of service.

Payment Information

1. Our pet service provider accepts payments in cash, as well as credit and debit cards.
2. We kindly request full payment for our services before they are scheduled. Once your booking is approved, payment can be made either in cash or via bank transfer to:
 - Revolute Pro: Business
 - Sort Code: 23-01-20
 - Account Number: 12481323
4. If you require long-term services, you have the option to make monthly/ weekly payments.
5. If payments are not made according to our terms, we may need to cancel previously agreed services and a cancellation fee would apply.
6. Please note that additional fees may apply for handling unruly or untrained dogs, as this requires professional training.

Guidelines for Aggressive Animals

1. Please let us know about any behavioural issues or medical conditions when you book our services, or immediately if you notice any aggressive or potentially harmful behaviour in your pet. This includes antisocial behaviour, aggression, lack of training, and conditions like incontinence or mobility problems. Not informing us may lead to extra charges or cancellation of your contract.
2. You agree to cover all costs, including medical and legal expenses, if your pet bites another animal.
3. By booking our services, you confirm that your pet has not previously shown aggression or caused harm. Please contact us immediately if you notice any changes in behaviour that could pose a risk to others.
4. Additional fees may apply for handling unruly or untrained pets, as they require our professional training.

Dog Walking & Pet Care Guidelines

1. If your dog shows aggressive behaviour or becomes a nuisance beyond what is reasonable during a walk, we may need to terminate the service immediately and return your pet to its pick-up location.
2. Female dogs cannot join group walks if they are in season or pregnant.
3. Please make sure your dog hasn't eaten an hour before a walk to allow for digestion and prevent any health issues.
4. Your dog must be microchipped and wear a collar and ID tag with their name and your contact information.
5. If your pet has ever used a muzzle, please inform us and have it ready for walks if needed.
6. We are not responsible for any injuries or damages caused by your pet if they escape due to a poorly fitting collar or lead.
7. In extreme weather, we may shorten walks as needed to ensure everyone's safety and comfort.
8. Dogs must be secured in a safe location before we pick them up. Being loose in a garden does not qualify.
9. Dogs over six months must be spayed or neutered to join group walks. Otherwise, they are welcome to join solo walks.
10. Please provide all necessary items for your pet's care in your absence (e.g., food, medications, and leads).
11. Any additional supplies needed will be purchased and added to your bill.
12. Provide a contact person who can make decisions about your pet in emergencies.
13. We will record your preferred vet's details and contact them if we can't reach you or your emergency contact.
14. All dogs will have a trial period to ensure adequate training and socialization. We reserve the right to discontinue service if the dog does not adjust well.
15. During group walks, a maximum of four dogs per walker ensures safety and enjoyment. We try to match compatible dogs together.
16. We handle waste responsibly, using scoopers and waste bags to clean up after dogs in public areas.
17. Dogs will only be walked off-lead with written consent. They must have excellent recall and will be let off only in safe areas.
18. While we supervise play to prevent injuries, the client acknowledges that normal play can result in minor injuries like scratches or torn ligaments.
19. We provide towels to dry dogs after walks, especially in bad weather. Let us know if you prefer using your own towels.

20. We will inform you of any important occurrences regarding your pet's care and well-being.
21. We are authorized to seek veterinary treatment if needed. While we try to use your preferred vet, we may use any registered vet if necessary, and you agree to cover these costs promptly.

Additional Purchases

1. If we need to buy extra items while you're away, such as pet food, litter, or cleaning supplies, we'll make the purchase and keep the receipt. You're responsible for reimbursing these expenses when you return.

Keys & Parking Guidelines

1. Please ensure we have access to your pet(s) for the scheduled appointment. If access isn't provided, the day's service will be canceled, and full payment will be required.
2. Ideally, we'll obtain a copy of your house key during our in-home consultation. By signing the keyholder release form, you agree to indemnify us against any liability related to loss or damage to your property now and in the future.
3. Your keys will be stored securely in a coded lock system for your protection.
4. If we need to make a special trip to pick up or drop off keys, an additional charge will apply for each trip.
5. If your area has restricted parking, please provide a parking permit for our use. This need will be assessed as necessary.

Keeping Us Informed

1. Kindly let us know about any changes to your contact numbers, your pet's care needs, emergency contact details, or any other important information.

Privacy Policy

1. Your information will always be kept private and confidential.
2. We deeply respect and appreciate the trust you place in us to care for your home and pets.
3. All records are securely stored in compliance with the Data Protection Act 1998. For more details, please visit our Privacy Policy.

Insurance Information

1. We take every precaution to ensure the integrity and quality of the care we provide.
2. Our comprehensive insurance includes public liability and pet transportation coverage. By agreeing to our terms, you consent to us transporting your pet unless you specify otherwise.
3. Our insurance covers our services only during the arranged service times with us.
4. It's important for you to ensure that your property, its contents, and your pets are adequately insured during our service period. We also recommend insuring your pet, and please be aware that we may not accept bookings for pets without insurance.

Additional Pet Care Assistance and Other Scheduled Services

1. Our pet service cannot be held accountable for any other individuals who may be in your home before, during, or immediately after our services.
2. At the consultation, please let us know if anyone else will have access to your home while you're away, such as cleaning staff, maintenance personnel, friends, family, or neighbors.
3. It's important to inform anyone with home access that you've engaged our pet care services.

Medication and Vaccinations

1. We will administer medications according to your instructions but cannot be held liable for any complications that may occur as a result.
2. If the temperature in your home is too high or low, we'll adjust the thermostat to keep your pet comfortable and healthy. We are unable to care for any pets with an active contagious illness.
3. Please provide us with a copy of a current vaccination certificate. If we're bitten or exposed to a disease from a pet that hasn't been properly vaccinated, the client is responsible for any resulting costs and damages.

Pet Waste and Garden Clean-Up Service

1. Our garden clean-up service is here to help keep your outdoor areas neat and tidy. We handle the waste clean-up efficiently, but we don't have a waste removal license at the moment. Therefore, please let us know where you'd like us to leave the waste bags on your property.

2. We also offer a delightful pet-friendly garden fresh spray to keep your garden smelling wonderful. This is available at an additional cost.

Fences and Cat Flaps

1. We care deeply about the safety of your pets. However, please be aware that our service cannot accept responsibility or liability if your pet escapes, gets lost, or is injured (whether minor or serious) when they are left in a fenced area upon your instruction.
2. This policy applies to all types of fences, including electronic, wood, metal, or any other materials, as well as to premises with unlocked cat flaps.

House Cleanliness

1. Our team is dedicated to tidying up after your pets with care and attention. Please let us know where we can find the necessary cleaning supplies for the job.
2. While we strive for excellent service, we cannot be held responsible for stains on carpets or flooring caused by pets. We kindly ask you to provide plastic bags, towels, cleaning products, paper towels, and bin bags for our use. If unexpected accidents occur beyond what is typically anticipated, a reasonable fee for additional clean-up time may apply.

Household Emergencies

1. Please ensure that the Home Information Sheet includes details of shut-off points for all services entering the property. In the case of a household emergency, we will reach out to your emergency contact to coordinate any necessary repairs.

Changes to Return Date

1. We meticulously schedule our time to best serve you and our other clients. Therefore, refunds cannot be issued for early returns or last-minute changes to pet care plans.
2. If you experience a delay in your return, please contact us immediately. We will do our utmost to arrange continued care for your pet. However, because we operate as a sole trading service, you may need to assist in arranging coverage as we might have other commitments.

Liability Information

1. As a responsible pet owner, you're responsible for covering any veterinary costs for injuries or illnesses your pet may incur while in our care, including any related charges like call-out fees.
2. We strive to provide the best care for your pets, but please understand that we cannot be held responsible for service delays or failures due to circumstances beyond our control.
3. While we will give your pet the utmost care during your absence, you remain responsible for any harm or damage caused by your pets. You agree to indemnify Rural Pet Service fully against any liability arising from such incidents involving third parties.
4. We are not liable for any security breaches, loss, or damage to your property if others have access to it during the term of this agreement.
5. We cannot be held responsible for any incidents that may occur involving a pet with unsupervised outdoor access.
6. Should our staff encounter injuries caused by your pets or damage to your property, you are liable for all associated medical expenses and repairs.
7. We are released from liability concerning the transportation of your pets to and from veterinary clinics or kennels, including any medical treatments and their associated costs.

I, _____, have read, understood, and agree to the terms and conditions of the Rural Pet Service. I acknowledge that a copy of this form will be kept on file for documentation purposes. Please note that all terms and conditions may be updated at the discretion of the Rural Pet Service. I request that the Rural Pet Service either retains or returns (please select your preference) my keys upon the completion of each pet service assignment.

Signed Date
..... (Client)