**Our Promise:**

At A Worthey Ride, we are committed to providing safe, reliable, and compassionate pet transportation services. Our promise to our customers includes:

- Ensuring the well-being and safety of your pet(s) throughout the transport process.

- Maintaining open and transparent communication regarding your pet's status and any updates during transit.

- Respecting your privacy and confidentiality, including keeping your contact information, addresses, and phone numbers confidential and never selling or giving them to anyone outside of our pet transportation service.

- Handling all pet records and health information with strict confidentiality, using them only for the purpose of providing pet transportation services.

- Providing clear guidelines and instructions for preparing your pet(s) for transport, including medication administration, feeding arrangements, and special needs.

- Offering options for pet insurance to cover unexpected medical expenses during transport.

- Addressing any feedback or concerns promptly and striving to resolve them to your satisfaction.

**Booking and Confirmation:**

- Customers must provide accurate information about their pet(s) including size, breed, and any special needs.

- Bookings are confirmed upon receipt of payment and completion of necessary paperwork, including health certificates and vaccination records.

**Preparation for Transport:**

- Customers are responsible for preparing their pet(s) for transport, including providing a suitable carrier or crate. Shall we provide a carrier or crate, will be USDA approved.

- Pets should be in good health, up to date on vaccinations, and have necessary identification tags.

**Communication:**

- Customers must provide contact information for themselves or an authorized representative who can be reached during the transport period.

- Regular updates will be provided regarding the status and location of the pet(s) during transit.

**Health and Safety:**

- Customers must disclose any known health conditions, medications, or behavioral issues related to their pet(s).

- Emergency contact information for the customer's preferred veterinarian should be provided in case of medical emergencies.

**Medications:**

- Customers are responsible for providing any necessary medications for their pet(s) during transport.

- Medications should be securely packaged, labeled with the pet's name and dosage instructions, and include a copy of the prescription if required.

- Customers must inform the pet transportation service about the administration schedule and any special instructions for medication administration.

**Insurance and Liability:**

- Customers are encouraged to purchase pet insurance for their pet(s) to cover any unexpected medical expenses during transport.

- The pet transportation service may offer pet insurance options and provide information on coverage and benefits.

- The service will not be liable for pre-existing health conditions or behavioral issues that were not disclosed by the customer.

**Food Policy:**

- Customers must provide an adequate supply of food for their pet(s) during transport, including instructions for feeding frequency and portion sizes.

- Food should be securely packaged and labeled with the pet's name, feeding instructions, and any dietary restrictions or preferences.

- If the transport duration exceeds the pet's usual feeding schedule, customers must provide clear instructions on feeding arrangements during transit.

- The pet transportation service will ensure proper storage and handling of pet food according to safety standards and regulations.

- Customers are responsible for any special dietary supplements or medications that need to be administered to their pet(s) during transport, along with clear instructions for dosage and administration.

**Pet Behavior and Handling Guidelines:**

- Our staff members are trained in handling pets with various temperaments and behaviors.

- Customers must inform us of any specific behavior concerns or handling instructions for their pet(s).

- Aggressive or anxious pets may require special handling techniques or accommodations during transport.

- Our team will ensure the safety and comfort of all pets during transit, following established guidelines and protocols.

**Qualifications of Staff:**

- Our staff members are experienced and trained in pet handling, transportation procedures, and emergency response.

- We prioritize the well-being and safety of pets under our care and adhere to industry standards and best practices.

**Emergency Procedures:**

- In case of emergencies during transport, our staff is equipped to handle medical situations and will contact the customer's preferred veterinarian if necessary.

- Emergency contact information provided by the customer will be utilized for prompt communication and action.

- We have contingency plans in place for unexpected situations to always ensure the safety and well-being of pets.

**Confidentiality:**

- Customer contact information, including addresses and phone numbers, will be kept confidential and never sold or given to anyone outside of the pet transportation service.

- Pet records and health information will also be treated with strict confidentiality and used only for the purpose of providing pet transportation services.

**Cancellation and Refunds:**

- Customers must adhere to the cancellation policy, which may include a deadline for cancellations and potential fees.

- Refunds will be provided according to the terms and conditions outlined in the booking agreement.

**Feedback and Complaints:**

- Customers are encouraged to provide feedback on their experience with the pet transportation service.

- Any complaints or concerns should be communicated promptly to the service provider for resolution.

**Compliance with Regulations:**

- Customers must comply with all applicable regulations and laws regarding pet transportation, including health and safety standards, licensing requirements, and animal welfare laws.

**Acknowledgment of Policy:**

- Customers must acknowledge that they have read, understood, and agree to abide by the terms and conditions of the pet transportation policy before booking services.