

Butter Paws Pet Care – Terms & Conditions

Please read carefully before booking a consultation.

Our aim is to provide a personal and professional service with the highest standards of care for your pets. To maintain these standards and ensure clarity for all clients, we operate under the following terms and conditions:

GENERAL CARE

Butter Paws Pet Care acts as guardian during your absence and will take any reasonable action necessary to protect and care for your pet(s) while they are in our care. For all pet-sitting services, clients must provide sufficient food, supplies, and any medication for the full duration of care. Additional food or materials purchased by Butter Paws Pet Care on your behalf will be charged at cost and payable upon your return.

For dog walks, all dogs must wear an ID tag and a valid registration tag in accordance with local regulations. Clients must also provide a secure lead, harness, and waste bags. Dogs will not be walked in areas where pets are not permitted. Butter Paws Pet Care will not be held responsible for injury, illness, or loss resulting from pre-existing conditions, natural causes, or unpredictable behaviour.

HOME & SECURITY

The service cannot be used as a substitute for home or maid services. While visiting pets, I am happy to water indoor plants, collect mail, or adjust lights if requested. All key collections and returns will be arranged in advance. Keys are never left under mats or with third parties.

CLIENT RESPONSIBILITY

Clients are responsible for all veterinary costs or damages resulting from their pet's actions. Butter Paws Pet Care accepts no liability for illness, accidental injury, or loss beyond reasonable control. All clients must complete a detailed booking form, including emergency contact details, feeding instructions, veterinary information, and behavioural notes. All pets must be up to date with flea, worm, and tick treatments.

PAYMENT & DEPOSITS

To confirm a booking, a 50% deposit is required. The remaining balance is due when the key is collected or on the first day of service. Payments can be made in cash or by bank transfer. Deposits are non-refundable except in cases where Butter Paws Pet Care must cancel the booking.

CANCELLATIONS & REFUNDS

Refunds are made as follows:

- Cancel 3 weeks or more before start date – 100% refund
- Cancel up to 5 days before start date – 50% refund

- Cancel on start date or later – no refund
- No refunds for early returns on vacation pet sits

FINAL NOTES

Your trust and your pet's comfort mean everything. At Butter Paws Pet Care, we promise to treat your pets and your home with the utmost care, respect, and confidentiality at all times.