

These are the legal Terms and Conditions which apply to the provision of Services by Expat Logistics Limited, a company registered in England & Wales under registration number 6974697, with its registered office at 12 Mayo Road, Walton on Thames, KT12 2QA.

These Terms and Conditions incorporate:

Our Privacy Policy, which sets out how we may use your data and personal information.

Our Services and the specific obligations, and responsibilities we will undertake for you and your obligations and responsibilities required for us to deliver said Services.

Please read these Terms and Conditions carefully before requesting Services from us.

Definitions

Accompanied Air Travel	means your pet travels with you on a flight, where they are included in your flight booking as excess baggage.
Agreement	means these Terms and Conditions
Authorised Agent	means anyone or any entity (which may include our overseas offices, Veterinary Clinics, Airlines, Airline Agents, Airport Agents or other pet shipping companies) we have appointed to represent us in the provision of Services.
Carrier	means the carrier, which may be manufactured from fabric, wood or plastic, which is used to transport an animal.
Employees	means our staff, employed directly by Expat Logistics Ltd, or our partner company, Expat Logistics for Commercial Services.
IATA	means the International Air Transport Association
Manifest Cargo	means your pet travels on its' own airway bill, regardless of whether you booked to travel on the same flight
Official Agent	means any government or official entity
Pet Taxi	means the provision of transport to, from or within Riyadh, Saudi Arabia for your pet.
Services	means the Services as detailed in Clauses 9, 10, 11, 12, 13, 14 and 15
Terms and Conditions	means this document and all other documents issued by us to you

Vet Services	means the provision of veterinary services, including but not limited to vaccinations, grooming and general consultations. These Services will be delivered by a veterinary clinic or practitioner which is registered by the relevant local authorities.
Website	means our website at www.expatslogistics.com
We/Us/Our	means Expat Logistics Limited or our partner company, Expat Logistics for Commercial Services
You/Your	means you, or your authorized representative who requests Services from us

Words in the singular shall include the plural and vice versa.

1. General Terms & Conditions

- 1.1 Our Employees are protected under these Terms and Conditions, however, our Employees do not have the authority to make any promises on our behalf or change any of these Terms and Conditions.
- 1.2 By using our Services, you are agreeing to accept and adhere to all conditions, liabilities, charges and other obligations as detailed in these Terms and Conditions without exception.
- 1.3 We reserve the right, at our sole discretion, to reject and / or decline services, at any time, for any aggressive, reactive or fearful animals, or animals which we believe may present a danger to any person or other animal, and will have no further liability, financial or otherwise, to you.

2. Privacy Policy

You agree that your personal information will be provided to us and that we may use the personal information provided for the purposes of providing the Services, accounting, billing and auditing, customs and import/export procedures, airline and/or airport security, administrative or legal purposes, ensuring our compliance with legal and regulatory obligations, customer relations and any future dealings you may have with us. You authorize us to retain and use your personal information and to transmit it to our offices, our Authorised Agents, our Official Agents and payment or data processing companies involved in providing Services and payments.

3. Medical Conditions and Brachycephalic Breeds

- 3.1 Brachycephalic / Snub Nose Breeds
You accept that transport of Brachycephalic / Snub Nose Breeds is arranged at your risk and may require clearance or approval from an Authorised or Official Agent and / or vet before they are accepted for travel.
- 3.2 Pregnant Animals

We will not transport pregnant or suckling animals by air. Road transport may be arranged, subject to a veterinary certificate stating the animal is fit for travel. We will have no liability, financial or otherwise, for the road transport of pregnant animals.

3.3 Sick or Injured Animals

Pre-existing health conditions must be clearly advised at time of booking and acceptance will be subject to receipt of a veterinary certificate stating the animal is fit for travel. In an emergency situation we may accept sick or injured animals for road transport to or from a vet clinic, you accept all liability for their transport and release us from any and all liabilities.

4. Quotations for Air Travel

- 4.1 Our quotation will be based on information provided by you. In the event that relevant information changes between quotation and travel we reserve the right to invoice you, and you agree to pay, any additional charges.
- 4.2 Air Freight quotations are based on Carrier volume. The size of the Carrier will be calculated in accordance with IATA pet travel requirements in force at the time of travel, based on Pet measurements advised by you. If incorrect measurements are provided, which results in any increase to the weight or size of the Carrier, any additional Air Freight charges will be invoiced to you, which you agree to pay.
- 4.3 Unless otherwise stated, our quotations are valid for thirty (30) days from date of issue.
- 4.4 Any increases in third party costs, including but not limited to Airline Freight Tariffs, Airline Fuel Surcharges or Official Agent charges for import or export processing will be advised as soon as known and you agree to pay any additional charges.
- 4.5 Insurance for pets is not included in any of our quotations.
- 4.6 Each quotation is unique and will clearly state the Services which are included.

5. Invoices & Payment

- 5.1 We will offer you the option of paying your invoice in Pounds Sterling, Euros, United States Dollars or Saudi Riyals.
- 5.2 If you request to pay using a credit or debit card we will issue your invoice in Pounds Sterling and you accept that your card issuer will charge you their relevant rate of exchange (if applicable).
- 5.3 Unless otherwise stated, Deposit fees are non-refundable.
- 5.4 Invoices will only be considered paid when cleared funds are received to our bank account.
- 5.5 Domestic Pet Taxi, Veterinary Services and Accompanied Travel Services will be invoiced, and must be paid by you, before Services are completed.
- 5.6 Your request for International Transport Services, whether by road or air, will not be confirmed until you have paid as below:
 - 5.6.1 Travel within 15 days - estimated costs will be invoiced at time of booking, final invoice will be issued at least five (5) days before date of travel.

- 5.6.2 Travel in more than 15 days-
Deposit invoice will be issued for GBP150 (or equivalent currency).
Final invoice will be issued ten (10) days before travel date.
- 5.6.3 We retain the right to request a larger deposit if:
- 1) The service is to be completed within four (4) weeks of booking and final costs are not yet confirmed;
 - 2) Boarding, vet and / or other third party charges may be incurred on your behalf;
 - 3) Risk of incurred costs are higher than the standard deposit;
 - 4) Carrier or other parts of the Service are to be delivered prior to travel
 - 5) At your request
- 5.6.7 Should you wish to cancel your request at a later date, or if the services you have requested are no longer available, your deposit will be used towards any costs incurred at that point (including but not limited to document processing or third-party freight, veterinarian or ministry services) and any balance remaining will be refunded. Deposit fees will be held against your account for deduction against any fees incurred in delivering the services. In the event your deposit exceeds the service, a refund less any associated fees would be made to the payee. For example, if you pay for 30 days boarding, however only 10 are needed, the additional payment will be used against other fees in the first instance then refunded if your account remains in credit at the end of service.
- 5.6.8 Cleared funds for Deposit invoices must be received within two (2) days of issuance. You agree that failure to pay your Deposit Invoice on time may delay your pets' travel and we will have no liability, financial or otherwise to you.
- 5.6.9 Cleared funds for Final invoices must be received at least three (3) days before your pets' date of travel. You agree that failure to pay your Final invoice on time may delay your pets' travel and we will have no liability, financial or otherwise, to you and you will be liable for any additional charges incurred by said delay.
- 5.6.10 Full invoice values must be received to our account, you agree you will pay any third-party processing fees deducted from your payment (excluding our own bank fees).
- 5.6.11 Where official receipts or direct costs are incurred over and above our invoice, payments will be subject to a 10% handling fee.

5 Safe Pet Travel

- 5.6 It is your responsibility to notify us of any medical conditions that your pet may have at time of booking. Any medications required to be administered during travel must be provided by you, with clear instructions. You agree that only qualified personnel will administer medications, and that as such, the duration between any doses will be subject

to access to such personnel (i.e. at registered/government transit or arrival facilities). You agree that we will have no liability, financial or otherwise, for pets travelling with medical conditions.

- 5.7 Airlines may refuse to accept pets who appear to have been sedated as sedation can hide underlying medical conditions. We strongly recommend you do not sedate your pet for travel. If you sedate your pet, and they are rejected for travel by the airline, you accept full responsibility and liability for any costs, both direct and indirectly incurred.
- 5.8 Animals can become stressed during travel and chew or damage themselves and / or their Carrier. Our Website includes useful information on reducing stress during travel, you agree that you accept responsibility for reducing potential stress and that we will have no liability, financial or otherwise, for your pet causing injury to itself or its Carrier during travel.

6 Your Responsibilities & Liabilities

- 6.6 You agree that you will be responsible for the below:
 - 6.6.7 Crate Training – this is where you introduce your pet to their Carrier within their home environment to reduce potential stress during travel.
 - 6.6.8 Providing full and accurate information, including but not limited to your pets' health, measurements and breed, Importer / Exporter documents and data and any other information requested by us in order to deliver the Services.
 - 6.6.9 Reading all the information sent to you. You agree that any failure by you to read and understand any documents or information sent to you, by us, will be your responsibility and that we will have no liability to you in the event of changes, additional charges, or service failures due to said failure.
 - 6.6.10 You agree that you will be responsible for payment of any fines, penalties or other charges incurred by your failure to adhere to the requirements and regulations of any jurisdiction through which your pet is travelling. We reserve the right to charge a reasonable handling fee should we agree to pay said charges, fines or penalties on your behalf.
 - 6.6.11 If necessary, you agree to be present at any Official Agent inspection required to complete the export or import of your pet. We will not be liable for any delays or additional costs incurred if you fail to attend.
 - 6.6.12 Payment of all invoices as detailed in Clause 5.

7 Our Responsibilities & Liabilities

- 7.6 We will use best endeavours to inform you of all international, local, and / or airline requirements for your pets' travel as soon as known. We will not be responsible for or have any liability for changes to said requirements implemented before travel date which may delay travel, or incur additional costs.
- 7.7 We will arrange, on your behalf, international air travel and associated services. You agree that we will not be liable in any way for any act or omission by an airline, airport,

government or official body, or third parties contracted by these parties which results in a delay, cancellation or financial claim resulting from the aforementioned instance.

- 7.8 We will use best endeavours to prioritise your Pets' safety and welfare whilst in our care. You agree that we, our Authorised Agents and Official Agents will at no time be held responsible, financial or otherwise, for the loss, death, illness or injury of a Pet due to any cause, outside of its control. You agree that if, at any time whilst in our care, your pet becomes ill, injured, or is deemed not fit to continue travel, we, our Authorised Agents, or Official Agents will take appropriate actions to safeguard your pet (for example, administering emergency medical assistance as deemed necessary by qualified personnel, or extending its stay in a transit facility) and that we, our Authorised Agents, or Official Agents will contact you as soon as practicably possible to discuss next steps.
- 7.9 By agreeing to use our Services to transport your Pet by road or air, you accept and understand the risk of your Pet becoming stressed or agitated, which may result in injury to your Pet. You agree that we, our Authorised Agents, or Official Agents will not be liable, financial or otherwise, for any injury resulting from the aforementioned circumstances.
- 7.10 We will use best endeavours to provide you with regular updates throughout your pets' travel.

8 Our Services

- 8.6 Our Services are detailed in Clauses 10, 11, 12, 13, 14 and 15 of this Agreement.
- 8.7 Each of our Services may require additional documentation which you must complete and / or provide to us. You agree that failure to complete or provide any documents which we request of you will be your sole responsibility and that we will have no liability to you, financial or otherwise, for any delays or additional costs incurred.
- 8.8 Forms, including but not limited to booking and payments, will be sent to you when you confirm acceptance of our quotation for Services. These forms should be completed and returned to us without delay. If you fail to complete and return the forms but continue to receive our Services you confirm that you have agreed to all terms as detailed in our Terms and Conditions without exception.

9 Accompanied Air Travel

- 9.6 If you have requested our Services for Accompanied Air Travel you accept all responsibility for confirming your flight booking with your chosen airline and that we have no involvement in, or liability for, your airlines' acceptance or refusal or your pet for travel on your booking.
- 9.7 Depending on your route, our Accompanied Air Travel Service will include the below:
- 9.7.7 Imports to Saudi Arabia
- Advice on pet entry requirements to Saudi Arabia
 - Review of your pets' vaccination records to ensure compliance
 - Our employees processing your online application for MEWA Import Permit

Our Service EXCLUDES the Health Certificate or other documentation required from origin country (where possible we will provide information or contact details).

9.7.8 Exports from Saudi Arabia

- Advise on entry requirements for your destination
- Review of your pets' vaccination records to ensure compliance
- 'Fit to Fly' check by a registered Vet
- Export Health Certificate(s)
- Our employees processing your online application for MEWA Export Permit

Our Service EXCLUDES any customs or other government requirements required to enter destination country (where possible we will provide information or contact details).

10 Manifest Cargo by Air – Air Freight arranged by you or third party

10.6 If you have arranged your pets' travel as manifest cargo yourself, or via a third-party you accept all responsibility for confirming the travel arrangements with your chosen airline and that we have no involvement in, or liability for, your airlines' acceptance or refusal or your pet for travel as booked.

10.7 Depending on your route, our Manifest Cargo Air Travel Service will include the below:

10.7.7 Imports to Saudi Arabia

- Advice on pet entry requirements to Saudi Arabia
- Review of your pets' vaccination records to ensure compliance
- Arranging Customs Clearance at Riyadh Airport and payment of all customs broker, cargo agent and customs fees.
- Onward delivery within Saudi Arabia (if relevant)

Our Service EXCLUDES the Health Certificate or other documentation required from origin country (where possible we will provide information or contact details).

10.7.8 Exports from Saudi Arabia

- Advise on entry requirements for your destination
- Review of your pets' vaccination records to ensure compliance
- 'Fit to Fly' check by a registered Vet
- Export Health Certificate(s)
- Our employees processing your online application for MEWA Export Permit

11 Manifest Cargo by Air

11.6 We will arrange the booking of your pet(s) to travel as manifest cargo from the agreed origin to the agreed destination, as per our quotation to you. Where relevant this will include collection and / or delivery by road.

11.7 You understand and agree that acceptance of pets to travel as manifest cargo is subject to acceptance on the specific flight by the airline, and that operational issues, including but not limited to cancellation of the flight and aircraft technical issues, may result in your pet being rejected and re-booked on an alternative flight. Where possible we will work with our partners and agents to reduce additional costs in the event of re-booking, but you agree to pay additional costs where incurred.

11.8 Depending on your route and our quotation, our Manifest Cargo Air Travel Service will include the below:

11.8.7 Imports to Saudi Arabia

- Advice on pet entry requirements to Saudi Arabia
- Review of your pets' vaccination records to ensure compliance
- ORIGIN: Arranging collection (if requested), boarding (if required), export documents and processes, including vet checks and health certificates, and air-freight to Riyadh.
- DESTINATION: Arranging Customs Clearance at Riyadh Airport and payment of all customs broker, cargo agent and customs fees.
- Onward delivery within Saudi Arabia (if relevant)

11.8.8 Exports from Saudi Arabia

- Advise on entry requirements for your destination
- Review of your pets' vaccination records to ensure compliance
- 'Fit to Fly' check by a registered Vet
- Export Health Certificate(s)
- Our employees processing your online application for MEWA Export Permit
- ORIGIN: Arranging collection (if requested), boarding (if required) and air-freight to destination.
- DESTINATION: Arranging Customs Clearance and payment of any import fees (where available and requested)
- Arranging import documents and permits (where available and requested). You agree that some destinations require import approvals to be requested in person by the owner, and that you accept full responsibility for requesting and receiving said approvals.
- Onward delivery (where available and requested)

12 International Road Transport

12.6 We will arrange the booking of your pet(s) to travel by road from the agreed origin to the agreed destination, as per our quotation to you.

12.7 Unless otherwise stated and agreed, pets must travel in a secure Carrier. We will provide a suitable Carrier on request which must be returned to us on delivery of your pet.

12.8 Road travel will be provided in an air-conditioned vehicle. Pets will be provided with water throughout the trip.

12.8.7 Cats will not be removed from their Carriers during transit. Subject to the route, cats may be transferred from one vehicle to another at an agreed stopover point, if a secure room is available they will be removed from their carriers for exercise, food and water.

12.8.8 Dogs may be given exercise, food and water during transit only if our staff believe it is safe to do so. Subject to the route, dogs may be transferred from one vehicle to another at an agreed stopover point, if a secure area is available they will be removed from their carriers for exercise, food and water.

12.9 Depending on your route and our quotation, our Road Transport Service will include the below:

12.9.7 Imports to Saudi Arabia

- Advice on pet entry requirements to Saudi Arabia
- Review of your pets' vaccination records to ensure compliance
- ORIGIN: Arranging collection (if requested), boarding (if required), export documents and processes, including vet checks and health certificates (as required and requested)
- All customs clearance, fees and documents to clear the land border
- Delivery within Saudi Arabia (as agreed)

12.9.8 Exports from Saudi Arabia

- Advise on entry requirements for your destination
- Review of your pets' vaccination records to ensure compliance
- Export Health Certificate(s)
- Our employees processing your online application for MEWA Export Permit
- ORIGIN: Arranging collection (if requested) and boarding (if required)
- All customs clearance, fees and documents to clear the land border
- Arranging import documents and permits (where available and requested). You agree that some destinations require import approvals to be requested in person by the owner, and that you accept full responsibility for requesting and receiving said approvals.
- Delivery to destination as agreed.

13 Veterinary Services

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15 Boarding

15.6 All pets must be fully vaccinated at least ten (10) days prior to boarding in the cases of kennel cough and primary vaccinations

Cats: Rabies, Feline Pan Leukopenia (FPV), Feline Rhinotracheitis (FHV-1), Feline Calicivirus

Dogs: Rabies, Canine Distemper Virus (CDV), Canine Parvo Virus, Infectious Canine Hepatitis and Leptospirosis.

- 16.2 All pets must be in good health with any preconditions being notified to us. Any medications or special dietary needs must be provided by you.
- 15.7 You accept responsibility for the actions of your pet(s) and agree to accept liability for any harm caused to another pet or person and will be liable for any medical bills because of your pet's actions.
- 15.8 You agree that if, at any time whilst in our care, your pet becomes ill or injured, we will use best endeavours to notify you, but you agreed that if we are unable to contact you or our Authorised Agents will take appropriate actions to safeguard your pet (for example, administering emergency medical assistance as deemed necessary by qualified personnel). You agree that you will be liable for any and all costs incurred in such circumstances.
- 15.9 We reserve the right to place your pet for adoption if it is not collected within seven (7) days of the agreed collection date and will have no further liability to you.
- 15.10 Rates are based on calendar days 12 noon to 12 noon the following day. A deposit of 50 % is required for peak seasons with full balance payable on check in without exceptions.
- 15.11 If a cancellation is received more than fourteen (14) days before the date of arrival, no cancellation fee will be charged and a full refund will be provided. If cancellation is received within fourteen (14) days of first boarding date we will retain the deposit paid.
- 16.7 Our liability for loss or injury of a pet whilst in our care will not exceed the value of service provided up to a maximum of GBP250 per cat or GBP1,000 per dog where there is any accident that could have been prevented on our behalf, this excludes natural mortality whilst in our care. This could include but is not limited to:
- 16.7.1 Transfer of a pet without the owner (or person acting on their behalf) in an unsecured location
 - 16.7.2 Escape from a travel box provided and secured by our staff
 - 16.7.3 The transporting vehicle being involved in a road accident leading to escape or injury or mortality of a pet
- Cats are experts at hiding and finding weaknesses so it is possible for escape from boarding facilities, vet clinics or well secured boxes, despite best efforts – this can be from cages, boarding rooms, playrooms and vet inspection areas.
- 16.8 Situations outside of our control would not be subject to compensation or liability under Clause 16.7, including but not limited to:
- 16.8.1 Pets handed over or received by the owner (or person / organisation acting on their behalf) in open or unsecured location
 - 16.8.2 Aggressive pets whilst being handled for required inspections or transfer between locations
 - 16.8.3 Dogs that break the lead/leash/collar or pull free whilst being exercised in public
 - 16.8.4 Dogs that damage their carrier or holding pen to an extent that escape is possible (including whilst in a vehicle, allowing for escape when opening the doors)
 - 16.8.5 Cats that damage or open their carriers and escape (including whilst in a vehicle, allowing for escape when opening the doors)

17 Pet Taxi Services in Saudi Arabia

- 17.1 We provide a Pet Taxi service to, from and within Riyadh, Saudi Arabia. Our vehicles are air-conditioned, fitted with trackers and are driven by experienced employees who have experience of handling pets.
- 17.2 Unless otherwise stated or requested, we will create a WhatsApp group which will be used by you and our employees to communicate photos and any updates throughout your pets journey.
- 17.3 Our Pet Taxi Service is intended for transport of live animals only, we are not permitted to transport you in the vehicle, if you request to travel with your pet in our vehicle you do so at your own risk.
- 17.4 Collection and delivery times will always be subject to external forces (weather, traffic etc.) our Employees will communicate any delays as soon as they are practicably able.
- 17.5 Transport from Riyadh:
 - 17.5.1 If your pet has recently arrived from an international flight we will, where possible, take your cat to a secure environment where they can be removed from the carrier and provided with food, water and rest. If required, the transport carrier and any accessories will be cleaned before departure.
 - 17.5.2 If your pet is to be collected from your home, or other requested location, it must be in its carrier and ready for travel at the agreed collection time.
 - 17.5.3 We will ensure your pets water and food bowls are filled prior to departure.
 - 17.5.4 We will take photos of your pet in the transport carrier and any accessories provided by you on collection.
 - 17.5.5 For journeys of less than five (5) hours our employees will not check on your pet during transport
 - 17.5.6 For journeys of more than five (5) hours our employees will check your pet at least every four (4) hours, adding water to their carrier bowls where necessary. If safe to do so, our employees will send updates and photos during the journey.
- 17.6 Transport within Riyadh
 - 17.6.1 If your pet is to be collected from your home, or other requested location, it must be in its carrier and ready for travel at the agreed collection time.
 - 17.6.2 If you do not have a suitable secure carrier for transport you must advise us at time of booking so we can provide a suitable carrier for your use.
 - 17.6.3 We will take photos of your pet in the transport carrier and any accessories provided by you on collection.
- 17.7 Transport to Riyadh
 - 15.6.1 If your pet is to be collected from your home, or other requested location, it must be in its carrier and ready for travel at the agreed collection time.
 - 15.6.2 If you do not have a suitable secure carrier for transport you must advise us at time of booking so we can provide a suitable carrier for your use.
 - 15.6.3 We will take photos of your pet in the transport carrier and any accessories provided by you on collection.

- 15.6.4 For journeys of less than five (5) hours our employees will not check on your pet during transport
- 15.6.5 For journeys of more than five (5) hours our employees will check your pet at least every four (4) hours, adding water to their carrier bowls where necessary. If safe to do so, our employees will send updates and photos during the journey.

18 Force Majeure

Neither Party shall have any liability to the other Party under these Terms and Conditions if it is prevented from or delayed in performing its obligations by acts, events, omissions or accidents beyond its reasonable control.

19 Dispute Resolution

- 19.1 If any dispute arises in connection with these Terms and Conditions, we will meet or arrange a telephone conference with you in an attempt to resolve the dispute.
- 19.2 If the dispute is not resolved by negotiation in accordance with Clause 19.1 within ten (10) days of the conclusion of the meeting or telephone conference, either Party may initiate court proceedings in respect of the dispute.

20 Interpretation

The title of each Clause in these Terms and Conditions is for convenience only, and is not to be used for interpretation of the text.

21 Governing Laws and Jurisdiction

- 21.1 By using our Services you confirm that you agree with all terms, conditions, obligations, liabilities and responsibilities as detailed in these Terms and Conditions.
- 21.2 These Terms and Conditions, and any dispute or claim arising out of or in connection with it or its subject matter, shall be governed by, and construed in accordance with, the laws of England and Wales,
- 21.3 The Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these Terms and Conditions.