



- 2.1. Pet Care Drop-In Visits: We offer a service to visit customer's pets in their own homes while they are absent. We will provide basic care, including feeding, watering, and exercising, as well as any additional services specified by the customer.
- 2.2. Dog Walking: We provide dog walking services, ensuring your dog receives exercise and stimulation while you are unable to do so. We will take necessary precautions to ensure the safety of your dog during the walk.
- 2.3. Dog Day Care: We offer a service where your dog(s) can stay in our home for the duration of a day.
- 2.4. Overnight Home Boarding: We offer a service where your dog(s) can stay in our home while you are away.

3. Prior to us providing the Services

- 3.1. You, as the customer, are responsible for completing the Pet and Owners Information & Agreement Form to provide us with the following information:
 - 3.1.1. Your name, address, and all relevant contact numbers. This includes emergency contact numbers and any information that we need to know if we have to reach you through a third party.
 - 3.1.2. The names and breeds of your pet(s) for which we are to provide care.
 - 3.1.3. The name and contact details of one or more persons who can be contacted if you are not available. Emergency or alternative contact(s) must be a person who is readily available and should not be someone who may be away with you at the time of your booking.
 - 3.1.4. All relevant medical information concerning your pet, including their current health status, any known conditions, diseases, or illnesses your pet suffers from, and details of any medication they take. Please include information on how, when, and in what quantities the medication should be administered.
 - 3.1.5. Any special diet or other relevant food and drink information, including preferred times for when your pet eats and drinks.
 - 3.1.6. Details of your pet's veterinary practitioner, including their contact details.



but is not limited to, consent for us to enter your home, obtain medical or veterinary care, administer prescribed or proprietary medicines, and perform other necessary tasks related to the provision of our services. Your signature on the Pet and Owners Information & Agreement Form indicates your understanding and agreement that we may rely on the consent permissions inferred from the information provided therein.

- 4.1.1. Consent for us to enter your home for the purposes of providing the Services: This includes granting us access to the designated areas where your pet will be located and allowing us to perform necessary tasks such as feeding, exercising, and cleaning.
- 4.1.2. Consent for us to obtain medical or veterinary care or treatment in certain circumstances: While we take every precaution to ensure the safety and well-being of your pet, there may be instances where immediate medical attention is required. In such cases, we are authorised to seek medical or veterinary care as deemed necessary, and you agree to be responsible for any associated costs incurred. Please be aware that if you wish us to obtain treatment for your pet under your own veterinarian, then you will be required to add us as an approved contact at your vet.
- 4.1.3. Consent for us to administer prescribed or proprietary medicines while we are performing services: It is important to note that we do not possess specific veterinary skills or knowledge. Therefore, any administration of prescribed or proprietary medicines will be done strictly based on your instructions and in good faith. We cannot accept any liability for any adverse effects, losses, damages, or other detriments to or on your pet resulting from the administration of such medicines.
- 4.1.4. You also consent to your pet being photographed or videoed during the provision of services. These images may be used by RTPC for marketing and promotional purposes, including social media and website content. If you do not wish your pet to be photographed or featured, please notify us in writing.
- 4.2. By providing the necessary consent, you acknowledge and accept the inherent risks associated with the provision of services, including entering your home, seeking medical or veterinary care, and administering prescribed or proprietary medicines. You understand that we will make reasonable efforts to ensure the safety and well-being of your pet but cannot be held liable for any adverse effects or consequences that may arise.



- 6.1.2. In accordance with the periods, dates, and times stated on the booking email.
- 6.1.3. Specifically for your pet, as specified on the Pet and Owners Information & Agreement Form.
- 6.1.4. In accordance with the requirements and restrictions imposed by any insurance policy we have regarding the provision of the Services.
- 6.2. If your pet is involved in an accident, suffers an injury, or becomes ill while we are providing the Services, we will inform you as soon as possible using the contact information you have provided on the Pet and Owners Information & Agreement Form. We reserve the right to cease providing the Services immediately if, in our view, it would be dangerous or imprudent to continue (for example, if your pet has contracted a contagious illness).
- 6.3. There may be occasions when we are unable to provide the Services at the agreed-upon time due to circumstances beyond our control. In such cases, we will contact you as soon as possible to make alternative arrangements for a mutually convenient time to perform the Services.
- 6.4. In some instances, we may choose to suspend the performance of the Services immediately or, if necessary, at our absolute discretion, cease providing the Services. In the event of such suspension or cessation, you will not be entitled to any refund of payments already made for the provision of the Services as per these terms and conditions. If your pet:
 - 6.4.1. Behaves or acts in a way that, in our opinion, is concerning, aggressive, or uncontrollable.
 - 6.4.2. Fails, on more than one occasion, to comply with reasonable instructions, causing concern regarding the welfare of your pet, other animals, or people involved.
 - 6.4.3. Causes harm or attempts to cause harm to any other animal or person.
- 6.5. In the event that a dog goes missing during a walk or visit, RTPC will notify you immediately using the contact details provided. If your dog is not located within 30 minutes, we may request your assistance and escalate the search as needed.

7. Your Responsibilities and Obligations



Agreement Form. To ensure efficient communication, please send an email to liz@rubystayloredpetcare.co.uk with the necessary details.

- 7.3 You understand and agree that providing accurate and up-to-date information about your pet's needs, health, and behaviour is crucial for the well-being and safety of your pet. We rely on the information you provide to ensure the provision of appropriate care.
- 7.4 Any failure on your part to fulfil your responsibilities and obligations as outlined in this clause may impact our ability to provide the Services effectively. We reserve the right to take appropriate actions, including suspending or ceasing the provision of the Services, if we deem it necessary for the well-being and safety of your pet or us.

8 Charges for Our Services and Payment

8.1 RTPC current charges for services can be found on our website and can be provided to you on request by email to liz@rubystayloredpetcare.co.uk

8.2 Payment terms for Dog Walking and/or Drop-In Visits are as follows:

- 8.2.1 Weekly Dog Walking and/or Drop-In Visits for a continuous booking for a regular number of days at set times per week: Pre-payment is required for the first weekly booking, payment will then be required at the end of each working week thereafter.
- 8.2.2 Ad-hoc Dog Walking and/or Drop-In Visits for periodic and occasional use: Pre-payment is required.

8.3 Payment terms for Dog Day Care are as follows:

- 8.3.1 Weekly Dog Day Care for a continuous booking for a regular number of days per week: Pre-payment is required for the first weekly booking, payment will then be required at the end of each working week thereafter.
- 8.3.2 Ad-hoc Dog Day Care for periodic and occasional use: Pre-payment is required.

8.4 Payment terms for Overnight Home Boarding are as follows:

- 8.4.1 A 50% deposit will secure the booking. The balance will be due 1 month prior to the booking date.
- 8.5 RTPC accepts payment by bank transfer (to the bank details provided on the invoice) or cash.



11 Limitation of Our Liability to You

- 11.1 We prioritise the safety and well-being of your pet during the provision of our services. However, we cannot accept liability for any losses, damages, injuries, costs, complaints, or interests suffered by any person as a result of the actions or behaviours of your pet while it is under our control, unless such actions or behaviours directly result from our negligent acts or omissions.
- 11.2 We do not accept liability to compensate you for any loss, damage, or injury suffered or incurred by your pet, unless such loss, damage, or injury can be attributed to our negligent acts or omissions. In such cases, our liability will be limited to reimbursing you for any reasonably incurred veterinary fees.
- 11.3 Please note that any claims must be reported to us in a timely manner and accompanied by relevant supporting documentation.
- 11.4 We take every reasonable measure to ensure the safety and well-being of your pet during our services, but it is important to understand and accept the inherent risks involved. By utilising our services, you acknowledge and agree to these limitations of liability.
- 11.5 RTPC shall not be liable for failure to perform services due to events beyond our control, including but not limited to illness, accidents, extreme weather, or government-imposed restrictions. In such cases, we will notify you as soon as possible and make reasonable efforts to reschedule services.

12 Indemnity

- 12.1 You agree to indemnify and hold us harmless against any claims for loss, damage, injury, or any other liabilities incurred by any person, their property, or any other animal, arising from any actions or omissions of your pet that were not caused by any negligent act or omission on our part.

13 Emergency Vet Fees

- 13.1 In the event that we determine it necessary to seek veterinary care for your animal, we will make reasonable efforts to contact you or your emergency contact using the contact



- 14.5.3 Confining your Pet to your Home or preventing access to restricted areas.
- 14.5.4 Guaranteeing the general welfare of your Pet.
- 14.6 Please note that some animals, such as cats, can be evasive by nature.
- 14.7 In the event that we do not observe your Pet at your home within a 24-hour period during Pet Drop-in Visit Services, we will notify you as soon as possible using the contact details provided on the Pet and Owners Information & Agreement form.

15 Terms and Conditions specifically relating to Dog Walking Services

- 15.1 You are required to notify us of the specific dates, times and services required on the Pet and Owners Information & Agreement form. Any changes or updates to the original agreed upon schedule or services should be provided by email at least two days prior to the scheduled service.
- 15.2 The times for walking your Pet will be agreed upon between you and us, but please note that they are approximate. The duration of your selected service includes the time required for accessing and securing the premises. The remaining time within the allotted window will be dedicated to delivering the walk for your Pet.
- 15.3 If, during the walk, your Pet displays behaviour that we deem concerning, aggressive, or uncontrollable, we reserve the right to terminate the walk early, as stated in clause 6.4 of this agreement.
- 15.4 We will not walk your Pet off the lead without prior authorisation. However, if you do provide us with permission to walk your Pet off the lead, please note that it is entirely at your own risk.
- 15.5 You acknowledge that during normal dog play or interaction, minor injuries may occur despite supervision. RTPC monitors all dogs carefully but cannot guarantee injury-free play, particularly during group walks or socialisation.
- 15.6 In cases of extreme weather (e.g. heavy rain, snow, heatwaves), or if your dog refuses to walk, RTPC may substitute the walk with alternative activities such as garden play or indoor enrichment. The full visit fee will still apply.
- 15.7 You confirm that any lead or harness provided to us, as mentioned in clause 7.1.3.2, is safe and suitable for use with your Pet.



16.8 Your dog must be clean, in good health and free from any contagious diseases, parasites, or infections.

17 Terms and Conditions specifically relating to Overnight Home Boarding Service

17.1 You are required to notify us of the specific dates, times and services required on the Pet and Owners Information & Agreement form. Any changes or updates to the original agreed upon schedule or services should be provided by email at least one month prior to the scheduled service.

17.2 Our home boarding service is available for dogs that are well-socialised, non-aggressive, and have no history of aggressive behaviour towards humans or other animals.

17.3 Prior to confirming a booking for our home boarding service, we will arrange a meet and greet in our home care setting.

17.4 During the boarding period, we will provide your dog with a safe and nurturing environment, including regular exercise, playtime, and socialisation with other dogs.

17.5 You understand and agree that while we take every precaution to ensure the well-being and safety of your dog during the boarding period, there may be inherent risks associated with interactions between dogs. We will make reasonable efforts to prevent any incidents, but we cannot be held liable for any injuries, damages, or losses that may occur.

17.6 You must provide proof that your dog is up-to-date with vaccinations. Failure to provide adequate vaccination records will result in the refusal of our services.

17.7 Kennel Cough vaccination is not mandatory for using our home boarding service. However, if you decide to have your dog vaccinated against Kennel Cough, we recommend following veterinary advice, which includes isolating your dog for a period of three weeks after the vaccination. This precautionary measure helps minimise the risk of your dog contracting or spreading Kennel Cough during their stay with us.

17.8 Your dog must be clean, in good health and free from any contagious diseases, parasites, or infections. If your dog becomes ill or shows signs of illness during the boarding period, we will promptly seek veterinary care at your expense.

By booking and using our services, you confirm that you have read, understood, and agreed to these Terms & Conditions, including any updates communicated to you in writing.