

 **Pet Aunty Terms & Conditions**

These T`s & C`s take effect from **20th March 2024** and replace all previous documentation previously published by Pet Aunty (Jayne Tulip).

**General**

1. The minimum contact that Pet Aunty will provide is one call (15/20 mins) per day. Bookings cannot be accepted for alternate days.
2. The client should provide sufficient food, cat litter, bags (if appropriate), treats and medication for the duration of the service. A cat carrier should be available in case of emergency.
3. The client will inform Pet Aunty of information relating to their cat`s habits, routines, likes and dislikes.
4. Pet Aunty will clean up after your pets in case of accidents but cannot be held responsible for stains, marks or damage caused by fouling or attempts to clean it.
5. A booking will only be accepted with a completed veterinary release form and a cat flap disclaimer (if a cat flap is used).
6. The client should provide an emergency contact who would be able to step in and provide care in case of extreme circumstances, for example severe snow or sudden illness preventing Pet Aunty providing care.
7. Pet Aunty will not be liable for the loss or death of any cat/s under its care caused by any action other than the direct action of Pet Aunty.
8. In the case of a cat disappearing, Pet Aunty will continue to visit as planned and action will be taken as agreed.

**Medical**

1. The client authorisers Pet Aunty to arrange for any emergency vet care that may be necessary. Pet Aunty shall make all reasonable effort to obtain client consent prior to accessing emergency care.
2. Where possible, Pet Aunty will try to use your pets usual veterinary practice. The client authorisers Pet Aunty to use an alternative practice if the normal practice is not available/out of hours.
3. The client agrees to reimburse/pay additional costs for fees and expenses in making veterinary visits and any additional care that may be required.

**Cancellations**

1. The client is requested to give a minimum of 48 hours notice for cancellation of a booking. If cancellations are made with less notice a small admin fee of £15 will be charged. The full fee for the booking is made if a cancellation is made with less than 24 hours notice.

**Third Parties**

1. The client shall advise Pet Aunty of anyone who will have access to their property during their absence, including but not limited to cleaning services, family & friends.

**Keys**

1. Keys provided by the client will be kept in a locked box separate from client details and with a keytab marked with the pet`s name.
2. The client should ensure that spare keys given work easily and that the lock/door is in good working order.
3. If the client does not wish Pet Aunty to hold your keys, they can be returned through your letterbox whilst out on pet visits. There is no charge for key return unless a particular time/appointment for return is requested. In this case a small charge of £3 is made.
4. If spare keys are not available at the time of the initial meeting, Pet Aunty can arrange to collect at a later date. A small charge of £3 is made for collection for clients living more than 2 miles from my home address.

**Data Protection**

1. Pet Aunty will not use or pass to a third party any private information about a client. Pet Aunty will keep personal information accurate and up to date.
2. Personal information is used to deliver the service you have requested for your cat/s.
3. Pet Aunty will always ask permission to use photos on social media. Should you wish any photos to be removed, please email Pet Aunty and this will be actioned as soon as possible.

**Payment**

1. Invoices are issued by Pet Aunty a short time after the completion of a booking. Payment is requested via bank transfer and details are provided on the invoice. Invoices are payable as soon as possible and Pet Aunty politely requests a maximum of 10 days from the issue of an invoice.
2. If a client fails to make any payment by the due date, Pet Aunty reserves the right to charge interest on unpaid invoices calculated at base rate plus 8% per month from the date of the first visit (Late payment act 1998).
3. Prices are subject to revision at any time, except where quoted as covering a specified period. Bank holidays are charged at a higher rate as quoted on the website.