**Booking**

* Before any booking can be finalised, an initial appointment needs to be arranged to:
  + Allow me and your pet(s) to meet to ensure that they and yourself are at ease;
  + Sign the Terms and Conditions;
  + Complete, as a requirement, a ‘Client Details Form’, which covers essential information about you and your animal;
  + Secure and confirm booking dates with a non-refundable deposit, which will be at 20% of the total cost.

**Cancellation**

* Should you cancel a booking, you will be refunded in full, excluding the deposit.
  + Cancellation must be given at least two weeks before allocated booking, to receive the refund.

**Emergency**

* In an emergency, I will contact you in the method agreed prior to the booking;
* If a vet is required, any costs occurred, will be yours as the owner, and payment should be arranged with your chosen vet.

**Travel**

* Full travel costs (varying modes of transport) both from the start, (my location to your location), and the end (your location to my location), are to be paid and these are included within the agreed price;
* If multiple modes of transport are required, you will only be charged for the most expensive part of travel;
* Should you live in the same locality and public transportation is not necessary, then no travel costs will occur.

**Privacy Policy**

* All data and documentation collected, will be held in accordance with GDPR regulations and the Data Protection Act 2018;
* Any information given by you, the client, remains private to this site in accordance with the WIX cookie policy found here <https://www.wix.com/about/privacy>.

**Consumer Rights Act 2015**

* ‘Animals For Life’ will abide by the Consumer Rights Act 2015. All services provided, will be delivered in accordance with the following:
  + Carried out with reasonable care and skill;
  + Any information provided is legally binding;
  + Reasonable in price;
  + In relation to other legislation.
* ‘Animals For Life’ will abide by the Consumer Rights Act 2015. All goods provided, will be delivered in accordance with the following:
  + Satisfactory quality;
  + Fit for purpose;
  + Be as described.