**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 30% of the total cost.

**Duration**

* Agreed dates and times of all pet-visiting and pet-sitting duties are to be prearranged to ensure all clients in Animals For Life’s care are looked after to a high standard.
	+ For every hour beyond the stated time of pre-agreed arrival home a surcharge of £15 p/h over will be added to the total costs.
* Any dog visit job over 8hrs and does not include an overnight stay will have a standing charge of £60 p/v. Should the job go on longer than the prearranged 8hrs then you will be surcharged £12 p/h.

**Payment**

* Payment is to be made no later than 5 days after booking (unless agreed in writing prior to duration).

**Cancellation**

* Should you cancel pet stay booking, you will be refunded in full, excluding the deposit.
	+ Cancellation must be given at least two weeks before allocated booking if more than 3 consecutive days, to receive the refund.
	+ If less than 3 consecutive days, then 50% of the total booking will be refunded
* Should you cancel a pet visit booking with less than 48hrs notice then 50% of the total costs will need to be paid.

**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

**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.

Client Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_