

Terms and Conditions

Siblings Pet Care will ensure that every customer will receive a copy of these Terms and Conditions, it is the responsibility of the customer to ensure they read and understand the Terms and Conditions in full before any services are provided by Siblings Pet Care.

Throughout the Terms and Conditions any pet owner will be known as "The Customer". References to "Us", "We" or "Our" refer to Siblings Pet Care.

Bookings

1. Siblings Pet Care require 24 hours' notice on bookings via our website or social media, we welcome last minute bookings and will endeavour to fit in existing customers but these must be arranged and confirmed via phone with Siblings Pet Care (additional fees are usually not payable for last minute appointments but this is dependent on the circumstances, additional fees are chargeable at the discretion of Siblings Pet Care but will be made clear before a booking is confirmed). Last minute appointments are not available for new customers as a meet and greet must be arranged prior to any service commencing.
2. A meet and greet appointment is required for ALL new customers before any services commence.
3. We will endeavour to be at every scheduled appointment on time but as we are a mobile service and can be affected by unforeseen circumstances such as, adverse weather, traffic, etc)

We are a family run small business, in the unlikely event that any unforeseen circumstances arise, which cause us to cancel your booking we will endeavour to give at least 24 hours' notice.

Cancellations

1. Siblings Pet care require 48 hours' notice of cancellation from the time of the scheduled service.
2. Where 48 hours' notice cannot be given services will be charged as follows:
 - 24-48 hours we will charge 50% of the booking.
 - 24 Hours or less we will charge 100% of the booking.
3. The only exception to when refunds or reductions will not be provided is when they are as a result of extreme weather conditions (more information on this in the extreme weather conditions section).

Animals with characteristic or health issues

1. Siblings Pet Care will always agree to a Meet and Greet appointment to discuss any animals' with pet owners and pet if able, regardless of any additional requirements the pet may have. However, please note the following:
 - Siblings Pet Care will not be able to accept any animals requiring hands on care that after the Meet and Greet appointment show aggression with intent to harm Siblings Pet Care.
 - The customer agrees to be responsible for all costs (including but not limited to medical, care and legal fees, etc) if the customer's pet should injure any other person, animal or property.

- If the customer does not disclose any potential known issues to Siblings Pet Care at the Meet and Greet or as soon as known when issues may arise after services have begun, Siblings Pet Care will be forced to terminate the agreement immediately. This is for the safety of the animal and Siblings Pet Care. We will always endeavour to work with dogs of all backgrounds and with all issues, but this must be disclosed and fully discussed with Siblings Pet Care.
 - Siblings Pet Care also ask for any health, behavioural or training issues to be disclosed in the Meet and Greet appointment (or as soon as known by the owner if services have already begun) – these issues do not necessarily mean we cannot provide services, we just need to be aware of all issues to be able to care for your pet(s) effectively.
 - The customer accepts that should any issues arise with their pet (including but not limited to aggression towards other animals, unruly or untrained dogs and dogs which require extra fuss and care due to anxiety, fear etc) within group walks that Siblings Pet Care have the right to only accept individual bookings moving forward. This is for the safety of all parties.
2. Bitches in season will be eligible for individual walks on the lead only.
 3. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Siblings Pet Care.

Unforeseen Purchases

1. If Siblings Pet Care are required to make unforeseen purchases of items essential to your pets' care (including but not limited to food, lead or harness in the event of a break, litter, cleaning supplies etc) we will retain all receipts and require full payment of this included in your next invoice.
2. We will require a list of all food requirements and any allergies for if we do need to make unforeseen purchases, this is to ensure that we can correctly buy for your pet. We will always endeavour to match the pets' current requirements but should this not be available we will get the closest possible match.

Keys

1. Siblings Pet Care will require a copy of your house key at the Meet and Greet appointment should services be agreed.
2. We will ensure your key(s) are always kept discretely coded and secured in a locked system for your security.
3. Should you lose your keys at any point we will endeavour to attend your home to assist you to gain access within our normal business hours of 9am-6pm but this will incur a £20 call out fee. If you require our assistance outside of these times, there will be a £50 call out fee.

Updates

1. Please inform us of any changes to your address and contact details, including emergency contact details.
2. Please update us to any medical, behavioural or training issues with your pet(s).
3. Please update us with any changes that could affect Siblings Pet Care's relationship with your pet(s).

Privacy Policy

1. All of your information will be kept private and confidential at all times, except for in emergencies (including but not limited to Vets and Emergency services).
2. Siblings Pet Care highly appreciates our customer's trusting us with the care of their home and pets, this will always be highly respected and at the top of our priorities.
3. All of Siblings Pet Care's records will be stored in compliance with the Data Protection Act 2018.
4. Should a termination of services arise, we will safely store your information for 6 years as required by law, after this point your information will be destroyed.

Insurance

1. Siblings Pet Care has valid public liability insurance, for the peace of mind of all parties.
2. The insurance only covers Siblings Pet Care for the duration of the selected service and only for the service which has been agreed.
3. We highly recommend that all pet(s) have insurance in place by their owner, if any medical issues arise whilst in the care of Siblings Pet Services, the Customer will be liable for all medical costs either through their own insurer or own expense if they do not have insurance in place. At no point will Siblings Pet Care be liable for any costs relating to the customer(s) pets, or property when caused by your pet, which is why we would recommend customer's ensuring they have sufficient pet and house insurance(s).

Extreme weather conditions

1. Siblings Pet Care will endeavour to carry out agreed services in all weather conditions, however, it is at the discretion of Siblings Pet Care to decide if the weather would be unsafe to walk your pets in. (Our rules can include but are not limited to excessive snow, and excessive heat which is judged dependant on your pets' individual needs also).
2. Siblings Pet Care will give as much notice as possible for if weather conditions force a change of the usual routine or cancellation, however no refunds or reductions can be given if the cancellation is because of weather conditions.

Medication/Vaccinations

1. Siblings Pet Care require all dog(s) to have vaccinations and we must have proof of this this given to us at the meet and greet appointment for us to retain for our records (photo copies or a print out from your Vet is fine, but we will need sight of the original).
2. Siblings Pet Care will administer medication at the request and demonstration of the customer. Siblings Pet Care will not be responsible for any issues or adverse reactions caused as a result of the administered medication.
3. We request that all customers ensure your pet(s) are regularly treated for flea and worms in accordance with the advice from your Vet.
4. Siblings Pet Care cannot provide services to any pet with any form of contagious illness, the customer needs to inform Siblings Pet Care as soon as any contagious disease is found.
5. If Siblings Pet Care or any animal in our care is bitten or injured as a result of a pet being ill or not being correctly vaccinated or medicated all associated costs will be payable by the customer.

Pet Waste

1. Siblings Pet Care will use economically friendly waste bags and will properly dispose of all pet waste when away from the household.
2. If pet waste is within the household or garden, we request that customers advise us where to correctly dispose of waste.
3. When litter trays are present we request a scoop, plastic bag, any required cleaning spray and fresh cat litter. This is also applicable for any caged animal requiring cleaning.

Collars, leads and harness

1. Siblings Pet Care require all dogs which require walking to have a quick release collar with a tag, and preferably a secure harness which they are familiar with.
2. Siblings Pet Care can use their own leads free of charge, if required.
3. The client will ensure their dog has an identity tag that adheres to The Control of Dogs Order 1992 (the tag must show the owner's name and address, including postcode).
4. If we deem it necessary, dogs may also wear a Siblings Pet Care collar or identity tag whilst in the care of Siblings Pet Care.
5. Siblings Pet Care will not be responsible for any incident that occurs as a result of a dog escaping because of faulty or ill-fitting equipment provided by the owner.

Cleaning duties

1. When house sitting, Siblings Pet Care will endeavour to clean up after your pets to the best of their abilities. If there are excessive amounts of mess this could incur additional fees which will be charged at the discretion of Siblings Pet Care.
2. Siblings Pet Care ask for all cleaning supplies to be provided by the customer.

Household Emergencies

1. All household information must be completed on the home information sheet and returned to Siblings Pet Care before any services can commence.
2. In the event of any household emergency, the customer's emergency will be contacted and responsible for any required actions or remedial works.
3. We will not touch any settings within the household, unless it poses a risk to the pet(s), any settings changed made will be told to the Customer's emergency contact.

Accompanying Visitors

1. Siblings Pet Care may have volunteers with them at any point throughout all services. Any volunteers would be vetted and subjected to all necessary checks by Siblings Pet Care.

Payments

1. Siblings Pet Care accepts payment by Paypal, bank transfer and cash.
2. Siblings Pet Care will issue an invoice on 1st of each month.
3. Where payment is not received within 14 days of the date of the invoice issued, Siblings Pet Care will be forced to terminate any ongoing services until payment has been made. A cancellation fee of £30 will be applied for any already booked services.
4. If we do not receive payment of our invoice after a final reminder, Siblings Pet Care will be forced to take legal action which will incur a further administration fee of £100.00.

Liability

1. Siblings Pet Care shall not be liable to the client or be deemed to be in breach of any contract by reason of any delay in performing, or any failure to perform any of it's obligations in relation to the services, if the delay or failure was due to any cause beyond Siblings Pet Care's reasonable control.

I have read, understood and agree to the above Terms and Conditions

Signed.....

Date.....