**Catherine Adams Pet Sitting**

18 Lawns Crescent

Little Downham

Cambs

CB62TT

**TERMS AND CONDITIONS January 2020**

**CANCELLATION/BOOKING POLICY**

You agree that you are confirming your booking by paying the non-refundable deposit of £50 or 25% of your total bill *(whichever is least)*. Only once a deposit has been received will your booking be confirmed. You agree that the remaining balance will be paid on arrival. Any extra charges will be payable before the departure of the animal from the premises.

**You agree that if you cancel your booking for whatever reason, your deposit is non-refundable. If you cancel your booking less than 72 hours before your arrival you will be liable in full for the full fees unless we can fill your animals space.** **You agree that should you need to shorten your booking or return from holiday early and decide to collect your dog before the end of your booking, you will not be entitled to any refund.**

To avoid any further charges being added, please ensure that you arrive at the agreed appointment time.

Day Care hours are between 7am and 6pm. Collection or drop off outside these hours will incur an extra charge. All drop offs need to be before 9am.

**EMERGENCY CARE**

If we are unable to speak with you or your emergency contact You agree for Catherine Adams Pet Sitting to make any decisions regarding your dog’s health/welfare, providing we are acting in the best interest of your animal and it is on the advice of a qualified veterinary surgeon.

You agree to pay any vet bills that may be incurred on your return.

Please note our registered vet is Isle Vets Ely. We are willing to use your registered vet although this will incur additional charges for travel.

**BEHAVIOUR**

You agree should your dog’s behaviour become uncontrollable, destructive or unreasonable, you accept that he/she will be placed in our isolation area or a licensed boarding kennel facility until your return. In addition, you agree to pay the cost of any damage caused by your dog to my home and/or fees for such a facility.

You confirm your dog is non-aggressive towards people and other dogs. No dogs registered under the Dangerous Dog Act and No entire males over the age of 1 year will be accepted for boarding.

**VACCINATION**

You confirm and can provide proof that your dog is fully inoculated against Distemper, Hepatitis, Parvovirus, Parainfluenza, Leptospirosis and Kennel Cough. Titre Testing is accepted but a certificate would be required.

IF YOU ARRIVE WITHOUT THESE, WE WILL NOT BE ABLE TO ACCEPT YOUR DOG AND FULL FEES WOULD STILL BE DUE. Your dog must be fully up to date with their flea and worm treatment.

**GENERAL**

Your pet must also be wearing an identity tag with their name, address and telephone number on it, whilst staying at CAPS your pet will also wear a tag provided by CAPS with CAPS details also displayed.

**All pets should arrive with their own bedding, bowls, food, grooming materials etc. unless otherwise agreed**

All pets accepted at the owners risk. A condition of boarding is that your dog is in good health. Whilst we pride ourselves on the standard of care and attention your pet will receive, we cannot accept responsibility for the loss or damage arising to your animal or their possessions.

If your pet requires a prescribed diet, medication or injection, we are happy to provide this service free of charge.

Updated 27/01/2020