Hoofs, Paws & Claws

Pet Care Services - Terms and Conditions

Service Provider: Name: Liz Hemphill, Trading as: **Hoofs, Paws & Claws**

1. Scope of Services

The Service Provider will deliver agreed petcare services such as home visits, feeding, dog walking, administering routine medication, cleaning out and companionship. Any additional tasks must be agreed in advance.

2. Fees & Payment

Fees follow the Service Provider's published rates. Payment is due on receipt of invoice from Hoofs, Paws & Claws. Extra costs (e.g., vet fees, additional visits, emergencies, replacement supplies) are payable by the Client. An additional cost of 55p per mile will be added to cover fuel where the location of the pet(s) is further than 5 miles from Service Provider's home in Newbury. In such circumstances, the cost per mile will be added for the journey there and back, but only from the 5 mile point.

3. Cancellations

- More than 48 hours' notice: no charge
- Within 48 hours: 50% fee payable
- Same-day cancellation: full fee payable. If the Service Provider cancels due to illness or emergency, a refund or alternative date will be offered.

4. Client Responsibilities

The Client will provide accurate information about their pet, ensure a safe home environment, supply necessary food and equipment, and keep pets up-to-date with vaccinations and flea/worm treatment.

5. Health, Behaviour & Safety

The Service Provider may refuse or stop services if a pet shows aggression or behaviour that poses a risk. Reasonable care will be taken at all times. Undisclosed medical or behavioural issues remain the Client's responsibility.

6. Veterinary Care & Emergencies

If illness or injury occurs, the Service Provider will contact the Client. If unreachable, the Service Provider may seek veterinary care. All vet fees are the Client's responsibility (see also Point 2, Fees & Payment, above).

7. Keys & Home Access

Keys or access codes will be stored securely and used only for agreed services. Keys will not be labelled with the Client's address and will be returned at the end of the agreement.

8. Liability & Insurance

The Service Provider will act with reasonable care and skill. They are not liable for damage or injury caused by the Client's pets. The Client is responsible for any damage caused by their pet, such as the pet going to the toilet or being sick on furniture, fixtures, fittings, carpets or clothing, or chewing/scratching of furniture, carpets or walls. The Service Provider confirms they hold appropriate insurance and is able to provide certification of this on request.

9. Data Protection

Client information will be stored securely and used only for service delivery. Data may be shared with vets in emergencies or where legally required.

10. Governing Law

This Agreement is governed by the laws of England and Wales.