



Terms and Conditions

Our terms and conditions cover our business services. Asking Albany Pet Services to look after your pets and also payment of the service means that you agree to the terms and conditions outlined below.

Equipment

Please ensure that all cleaning products, food, toys, water bowls, puppy pads etc are available. In the event that there's not adequate food or litter for the duration of the stay for example, we will purchase some and charge the cost back to the client.

Walking

The walks will be carried out on the dates and times booked as listed on the invoice. I advise you to contact your veterinarian to discuss vaccinations so you can discuss when the puppy can go on walks outside.

You need to ensure that all harnesses, collars with id tags, leads and water bowls are available. If your dog doesn't wear an id tag then we reserve the right to put one on their collar whilst they're in our care.

You will be required to fill out the 'General Statements and Permissions' section via your pet sitter login prior to walks being carried out. If the status of this has changed ie. your dog is uncomfortable around other dogs let us know so we are aware and can act appropriately.

We do not walk/look after dogs that have been left overnight by themselves.

Off lead walking

We can only walk dogs off lead that have reliable recall and if it's sensible to do so. If you would like your dog(s) to be walked off lead, once the dog is older, we will ask you to sign an off lead permission form in line with my insurance requirements.

Weather

The well being of the pets is our top priority so in the case of adverse weather such as extreme heat for example, Albany Pet Services reserves the right not to walk the dog on the specified day/time until it is deemed suitable to do so. Alternative arrangements can be made such as house visits.

Treats

I will use treats to reward behaviour such as sitting nicely and coming back when called. If you would prefer for me to not use treats please let me know. If your dog has any known allergies or intolerances to certain foods or has any other special needs, it is your responsibility to bring this to the attention of Albany Pet Services prior to walks being carried out.

Cat Flap's and Outdoor Access

Cats can react differently in their owner's absence. Ultimately it's up to you if you decide to leave the cat flap open or not or if you decide to let your cat have access outside while you're away.

Please provide us with a photo in the event of your cat going missing.

We accept no responsibility for any outside cat that enters your home via access to an open cat flap.

Leave spare batteries if your cat flap is battery operated.

Leave your cat's vet carrier out in an accessible location in the event it was needed.

Routines, Characteristics and Behaviour

We will take detailed notes about your pet's routine, characteristics and behaviour at the preliminary meeting. If any details change please update information section via your pet sitter plus login details.

We will advise you honestly of any concerns we notice when working with your pets to make you aware of them. If we feel that you are not acting upon serious concerns that could endanger the safety of us, your pet, or other animals we have the right to terminate the agreement.

Toys and Equipment

We will often bring toys for the dogs to play with on walks such as balls and squeaky toys. If you do not wish for your dog to play with toys please let me know. I will also bring a water bowl and water for the dogs to have after walks – if you prefer for your dog to have their own water bowl please provide me with one.

House Access

The client will ensure that the service provider can access the property on the specified days and times.

Keys will be kept in a locked system separate from your address details to comply with the data protection act.

Please make anyone else who has access to the house such as landlords, relatives or cleaners are aware that we're visiting.

The Service Provider accepts no responsibility or liability for the security of the Client's property or premises, or any loss or damage which may be sustained as the result of action taken by third parties who also have access to the Client's property or premises either before, during or after expiry of this Agreement.

The Service Provider shall not be liable for the injury, loss, death or any actions, fines or penalties as may be imposed on pets permitted unsupervised access to the outdoors.

Please ensure the temperature of your home has been set so it's suitable for your pet.

The Assignment

It's the client's responsibility to:

Fill out the notes section in pet sitter plus with the relevant information prior to the assignment.

Inform us when recycling and rubbish bag collection days are.

Advise us of any alarm systems in place.

Have house insurance in the event of injury to us.

Ensure that all fire alarm's are in working order.

Inform us where emergency shut off switches are such as the fuse box and water supply.

Ensure that all hot water, washing machines, cookers etc are in working order.

Inform us of any one else who will have access to the property and only during agreed times ie: not after 8pm. If someone is visiting, we ask politely that they let us know beforehand so they don't give us a fright.

We understand that in the case of home security cameras are used for house security and to keep an eye on your pet. In the event of house sitting as common courtesy please let us know where these are located.

We ask that you do not post on Facebook or other social media platforms that you are away on holiday/from home etc. We feel that this is dangerous and unnecessary and could compromise the security and safety of your home, your pets and us. We will not post photos of your pets until after the assignment has taken place.

Ensure that all electrical items are unplugged.

Ensure that outside plants are away from walls to avoid water damage. Please leave instructions for any special plants that require different watering care etc.

Inform us of any off area limits in the house for the pet and us.

We do not agree under any circumstances to use any aversive equipment or training on your pets whilst they're in our care. This includes, but is not limited to the use of prong (choke collars), or shock collars.

We stay in non-smoking households only.

In the case of reactive/aggressive animals we reserve the right to place them in boarding kennels or contact relevant welfare organisations if we feel our safety/any safety to other animals in the home is at risk. We would contact the client and/or the emergency contact if this needed to happen.

In the event of 24 hour home stays your pet(s) are left for no longer than 2.5 hours in any one period.

Cleaning

It's your responsibility to leave and give guidelines of any appropriate cleaning products and equipment to be used in the event of any 'mistakes'. If cleaning products are not accessible then Albany Pet Services reserves the right to use a different cleaning product. If a cleaning product/cleaning method is used and damages the material, floor or item Albany Pet Services cannot be held responsible.

If items need to be dry cleaned or taken to the launderette then the cost and travel time will be charged back to the client.

Grooming

Please leave grooming brushes and sprays and towels etc out.

Regarding grooming, we are not professional groomers so can only clean a pet to the best of our ability with the products provided. Moreover, we will only act in the best interests of the pet, if they're clearly uncomfortable with us grooming them, we will not do it. We reserve the right to take the pet to the groomers if we feel it's necessary (we will discuss this with you beforehand). The cost of this and the time of travel will be billed back to the client.

Veterinary Care

You will be asked to sign a veterinary permission form, which authorises me to take your pet(s) to the vet on your behalf. We will contact you in the event of an emergency, and your emergency contact if we cannot get hold of you. We reserve the right to take your pet to an alternative vet if it makes sense to do so.

The Client agrees to reimburse the Service Provider for any additional fees and expenses for providing emergency care. The Client further agrees to cover the cost of additional visits, which may be necessary to ensure the pet's safety or to monitor the pet's progress in recovering from sickness or injury.

Vaccinations

There can be no guarantee that there is absolutely no risk of disease at any walking spot or when in contact with materials, such as toys, which may have been in contact with other pets. It is the owner/ guardian's responsibility to ensure that their pet is appropriately protected against the risk of disease: We accept no responsibility for the potential or actual exposure of pets to disease.

By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your pets from the risk of disease.

Medication

If you request that medication is given then please leave instructions along with the medication guidelines.

Please notify us of any changes to medication.

It's a good idea to let your vet know we will be caring for your pet.

Payment

Unless otherwise agreed, invoice payment is due 24 hours before, or on the day of the service via bank transfer or cheque.

The invoice will set out the dates and times the service will be carried out on.

Cancellations

If the client cancels with less than 24 hour notice period then a refund cannot be given unless there's a letter from your vet confirming that your pet is unwell.

Occasionally if a service is cancelled for a reason then the credit can be transferred to a different set of service dates. This is at the sole discretion of Albany Pet Services and will be dependent on availability on the requested dates and times.

Termination

This Agreement can be terminated by the service provider immediately if we feel that there is a conflict with the ethos and values of Albany Pet Services.

This Agreement can be terminated by either the client or the service provider serving not less than [28] days written notice on the other Party: the Service Provider, by written notice to the Client with immediate effect, in the event that any Fees or charges owed by the Client to the Service Provider remain outstanding for 28 days.

The Client shall pay the Service Provider for all fees, expenses and charges incurred up to the date of termination of this Agreement.

Keys

We can retain a set of keys should you wish to book further visits in the future. If you would like us to return your keys once you arrive back we can but there may be a small charge to cover our fuel costs. Please note that we will not leave your keys in your home after the last visit – incase you are delayed home. This means we can continue caring for your pet. Your keys are kept in a locked device separate from your address details to comply with the data protection act.

Marketing

Photos of pets may be used for marketing on platforms such as Facebook. If you do not wish for photos to be used please let us know.

Written and verbal feedback may be used for marketing such as the website if you do not wish for your feedback to be used please let us know.

Disclaimer

The client will be responsible for all medical expenses, injury and damages resulting from any injury to the Service Provider, its employees or to other persons or animals by the pet.

The owner/guardian is responsible for their pet and it's behaviour.