

## 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. To allow for unpredictable Hertfordshire traffic we say that we will arrive within 15 minutes either side of the time given 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. We will leave the dog in the home in the location we found them, ie with access to the living room etc unless you specify otherwise. Some dogs take time to get used to a person more than others so if a dog really doesn't want to go on a walk we will not force them to go and instead play with their toys indoors/in the garden.

## 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.

## Puppy Classes and dog training

If the group classes do not reach the maximum number of participants we reserve the right to cancel them and refund you. We reserve the right to change the day/time of the class if the weather is too hot/cold or there are other adverse weather conditions. If your puppy is not suitable for the class and is stressed then we will advise you about this and reserve the right to say they cannot come to class, as it's not suitable for them. Their wellbeing is our priority. If you cannot attend a class then you will still receive course content but aren't entitled to a refund. No shock collars, martingales or extendable leads can be used in class or afterwards.

You are responsible for your dog's behaviour – please be aware there will be toys – if your dog has any resource guarding/possessiveness challenges please let us know. If your dog has a history of swallowing toys please do not allow them to play with them. Please make sure your dog is up to date with worming and flea treatments?

## Vaccinations

Here is a position statement regarding [vaccinations](#).

Puppies can come before they've had 2 jabs but it is what you and your vet feel comfortable with.

Some people use homeopathic remedies therefore we do not ask to see the vaccine certificate.

We accept no liability for any infection.

Please do not arrive any earlier than 5 minutes before your class start time as others may be using the field. Please do not get dogs out of vehicles until previous session user has finished and safely loaded their dog(s). Please do not exercise your dog outside the secure field as it's not safe to do so. Dogs must be kept on leads until safely inside the secure field and the gate is shut. You are liable for any damage caused inside or outside of the field, including without limitation the equipment which we provide in the field, by you, your dog(s) or any person in your party. Cars are parked and contents left within the car at your own risk, we do not accept responsibility for any loss or damage of property or vehicles. Children are always your responsibility and need to be supervised throughout. All dog(s) excrements MUST be picked up in the poo bags which are provided and then placed in the dog poo bin. It is your responsibility to pick up after your dog please. Please do not drop litter anywhere. Please take it home to dispose of it. Please be careful as the ground may be uneven, wet and slippery – please wear appropriate footwear. Smoking is not permitted anywhere on the field. Dogs should not be left unattended at any time. You should accompany your dog(s) at all times, so you are aware of what your pet is doing and that they are safe. If your dog is ill or has been ill within the last 48 hours of your session time. Please cancel your session and re-book as required. In keeping with the law regarding 'responsible dog ownership' you are entirely responsible for yours and your dog(s) safety whilst in the field.

Treats I will use treats to reward behaviour such as 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/training 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 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. 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. Please note we don't authorize friends and family visiting your pet/home while you're away, as this would invalidate our insurance in the event they made an accident in the property/or there was an accident with the pet while they were with them.

**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 48 hour notice period then a refund cannot be given unless there's a letter from your vet confirming that your pet is unwell. For clients who are on a regular plan a month's notice is needed for walks that are cancelled for 1 month or more. 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.

Please note sometimes a sitter may be ill and alternative care will be provided. It may not be at the exact time. We will keep you updated.

## 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. Privacy Notice This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe. We know that there's a lot of information here, but we want you to be fully informed about your rights, and how Albany Pet Services uses your data. It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish. When do we collect your personal data? • When you visit our website. • When you engage with us on social media. • When you sign up to our emails • When you ask one of our team to email you information about a product or service. • When you book an appointment with us • When you choose to complete any surveys we send you. • When you comment on or review our products and services. • When you enter prize draws or competitions. • When you sign up to join our newsletter mailing list • When you fill in any forms and details on pet sitter plus What sort of personal data do we collect? • If you enquire with us your name, email address, enquiry information, and telephone number. • If you fill out pet sitter plus details about your pet including but not limited to age, breed, d.o.b, address, details about temperament and activity on walks, vet details, illnesses, medication, emergency contact details, any alarm details and other people that have access to your property. • Details of your and your pets interactions with us • Details of your visits to our websites or app and which site you came from to ours. • Information gathered by the use of cookies in your web browser. • Details which help us to recommend items of interest. • Your comments and reviews. • To deliver the best possible web experience, we collect technical information about your internet connection and browser as well as the country and telephone code where your computer is located, the web pages viewed during your visit, the advertisements you clicked on, and any search terms you entered. • Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback. • Photos of your pet Here's how we'll use your personal data and why: • To respond to your queries and inform any future communication with us. • With your consent, we will use your personal data, preferences and details of your transactions to keep you informed by email about relevant products and services including tailored special offers, discounts, promotions, events, competitions and so on. • So we can look after your pet and provide care based on their needs and requirements. Of course, you are free to opt out of hearing from us by any of these channels at any time. • To send you communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Policy. These service messages will not include any promotional content and do not require prior consent when sent by email. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations. • To administer any competitions which you enter, based on your consent given at the time of entering. • To develop, test and improve the systems, services and challenges we provide to you. We'll do this on the basis of our legitimate business interests. • To send you survey and feedback requests to help improve our services. These messages will not include any promotional content and do not require prior consent when sent by email or text message. We have a legitimate interest to do so as this helps make our products or services more relevant to you. Of course, you are free to opt out of receiving these requests from us at any time. How long will we keep your personal data? Whenever we collect or process your personal data, we'll keep it for 12 months from your event date.

During this period, your data will be anonymised, for example by aggregation with other data so that it can be used in a nonidentifiable way for statistical analysis and business planning. At the end of this 12 month period, your data will be deleted. An overview of your different rights You have the right to ask us to: • Give you access to the personal data we hold about you, free of charge. • Amend any of your details that we've got wrong. • Stop using your personal data • Stop sending you marketing messages – we'll do this right away if you ask • Erase your personal information (though we may not be able to do this in all cases) To ask for your information to be amended, please email [lisa@albanypetservices.co.uk](mailto:lisa@albanypetservices.co.uk) If we can't do what you've asked, we'll explain why. Your right to withdraw consent Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. Any questions? We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it. If you have any questions that haven't been covered, please contact our team and somebody will be happy to help you. Email us at [lisa@albanypetservices.co.uk](mailto:lisa@albanypetservices.co.uk) If you are not happy with the way we have handled your data, and are unable to resolve the issue with us personally, you can complain to the ICO. Webinars and online classes/one to one sessions We reserve the right to take photos on the online call for marketing – we will let you know when we are doing it so you can turn off your camera's if you prefer. We reserve the right to use any feedback you gave (written and verbal) on our website (first name only.) We will have informed you about any videoing we are doing during classes online and outdoors and received your consent to use this for marketing. 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. Alternative remedies It's important to speak to your vet about alternative remedies as these can interfere with medication. We may need to speak to your vet concerning cat and kitten and puppy and dog advice sessions if they are on existing medication/have illnesses. Any equipment suggested must be age appropriate and supervised