



Professional Services By A Fully Qualified Veterinary Nurse

Terms & Conditions

Pet Nanny Service

FEES

1. Bookings are only secured once a minimum of a 50% deposit is received and funds have cleared. Should cheques not clear, the client will incur any bank charges.
2. Payment is by cash or cheque only, as we cannot accept card payments. Cheques take 5-7 working days to clear.
3. Quotes discussed at your Meet & Greet consultation are only a rough idea of your total fee, it isn't until you book and receive an invoice that the final figure is set. This will ONLY change if there have been expenses while you are away e.g. vet bills or supplies.
4. We try to avoid concessions and discounts and have a strict policy on these, any credits to your bookings or account are by Helen-marie Pipe's discretion and should not be assumed or expected. An introductory rate or special arrangement will expire after a booking and it is up to the client to request further information. Our policies are reviewed annually, but can change monthly depending on turnover. Please note this is non-negotiable.

CANCELLATIONS

5. Should the client need to cancel a booking, Paws In Daws must be notified no less than 10 days prior to the start date of booking.
6. Cancellations received more than 10 days prior to the booking start date will be subject to a 50% cancellation fee.
7. Cancellations received less than 10 days prior to the booking start date will lose their full deposit.
8. Paws In Daws has yet to cancel a booking, but should the situation arise in whatever time frame a full refund of the deposit will be rewarded.

NOTIFICATIONS

9. The client is required to notify Paws In Daws of all persons who have access to their property while a service is running.
10. The client is required to notify Paws In Daws of any changes in travel/absence.
11. The client is required to notify Paws In Daws of any delays in returning home. Should this occur, Paws In Daws will do all they can to accommodate but cannot be expected to continue cover regardless. Other commitments will be priority, as they were arranged and set around the fixed booking previously arranged.
12. The client is required to notify Paws In Daws the moment they have returned, in order to complete and sign off the service.

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13. The client is to notify Paws In Daws should their pet become ill or need treatment pre or post start date.
14. The client must have signed and left a consent form before departure and documented all instructions for Paws In Daws. Should these not be available Paws In Daws are unable to attend for service and cannot proceed without written confirmation.
15. It is the client's responsibility to inform their Vet of Paws In Daws presence, prior to the start date.

RESPONSIBILITIES

16. Should Helen-marie Pipe fall ill or injure herself whilst undertaking a service, a suitable alternative Pet Nanny will attend until you return. This is at Helen-marie Pipe's discretion and the representative cannot be replaced by the client. If the client is not happy and Helen physically cannot attend, the service will be cancelled completely and only 50% of the deposit will be refunded to the client.
17. In the event of interference by the client, staff or a layperson known by the client during care Paws In Daws will take no responsibility for any circumstance, breach of Security or damage to the house and/or pet.
18. The client is responsible for providing a minimum of a bathroom, heating, security, parking, milk and tea bags when Paws In Daws are on an overnight stay. Television and/or internet access would be appreciated and the blessing of accommodating Helen's two dogs, these however are not compulsory or expected.
19. In the event of complication, the client accepts that Paws In Daws may have to react fast and treat at any available Veterinary Practice or an out of hour's clinic. This is avoided where possible, as the clients own practice is first call.
20. Paws In Daws are not liable for any loss or damage to the client's property, vehicles or pet(s). The client must ensure that all valuables are locked away and that the house is made safe before departure.
21. Paws In Daws will carry out primary responsibilities which are related to animal husbandry as discussed with the client, however watering plants, cleaning and washing are not covered by the service and have to be undertaken by a professional if required.
22. Should the client have any on-going problems with the neighbours, they are to inform Paws In Daws prior to the start date.
23. The client is responsible for pet proofing and securing the premises; all gates and fences must be escape proof. Paws In Daws are not responsible for any loss or death due to unsupervised access to the garden.
24. Paws In Daws maintain a high standard of cleanliness. All bowls, feeding area, beds and accidents will be attended to.
25. Should the client be delayed in their return home, Paws In Daws will make every effort to ensure the service continues and the pet(s) will not be left unattended for long periods. However an extra charge will be added to the invoice for hours incurred.
26. If a dog has a history of aggressive behaviour Paws In Daws reserves the right to refuse a service.
27. If a dog seriously bites the Paws In Daws representative it will be reported to the local authorities as governed by law and the client will be liable for the carer's medical care and expenses. Also any loss of earnings, if injuries prevent further assignments.
28. Should the client's premises have a parasite infestation; Paws In Daws reserve the right to refuse a service.



29. The client must ensure that their pet(s) are in good health, Veterinary treated for fleas and worms and vaccinated prior to a service taking place, unless the pet has a particular medical reason for care or is particularly elderly and they have sort Veterinary advice against vaccination.
30. The client authorises Paws In Daws to hold a house key for further services to be given, when they wish this to be returned it will only be posted at their request and Paws In Daws cannot be responsible once it has left their premises.
31. The client must notify Paws In Daws of any concerns, problems or dissatisfaction within 24hrs of their return or after purchase.
32. Paws In Daws authorises these terms and conditions to be valid for every service booked, including all communications by telephone and email.
33. The terms and conditions apply to all pet(s) owned by the client, including those that have been acquired after agreement.
34. The client states that they have read and agreed to these terms by signing their consent form and completing all documentation prior to the service in question.

Paws To Daws Service

35. The client must accept that despite precaution and utmost care, situations can arise by matter of course. One person and pet(s) are transported at the clients own risk and understanding of the traffic and road conditions.
36. There is to be no smoking in the Paws In Daws vehicle.
37. Bookings are taken on the understanding that timings are approximated and cannot be guaranteed due to traffic conditions.
38. Payment must be made at the time of service, unless Paws In Daws has been contracted by a Veterinary Practice. The service would then be invoiced at a later date.
39. The client is expected to handle the pet(s) if it shows aggressive tendencies and should be more than capable of control.
40. Any damage caused by the client or pet to the Paws In Daws vehicle is chargeable to the client at Paws In Daws discretion.

Muddy Paws Service

41. Clients are to ensure a form of consent is signed and left out prior to every service, otherwise that service cannot take place.
42. The client is to accept full responsibility for their dog's actions if they are requesting it to be let off its lead. Paws In Daws cannot be held responsible for loss, injury, damage or death, as controlled conditions are impossible with no umbilical.
43. Poo bags, towels, leads and treats are to be left by the client for use with their dog(s).
44. Once Paws In Daws have left the premises, they cannot be held responsible for any situations which arise in their absence.
45. Should the client's dog(s) become particularly dirty, it is not Paws In Daws responsibility to wash and dry them. General rubdowns are acceptable, but the service does not include bathing and grooming. If the appropriate facilities are available and there is time allocated that can be done on separate request and is subject to an extra fee.



Healthy Paws Service

46. Any medication administered is done so according to Veterinary instruction and the clients blessing. Nothing will be or can be given without full consent.
47. The client must appreciate that Paws In Daws is following strict protocol and anything that may occur post treatment is by matter of course not because of any failing of Paws In Daws service.
48. Paws In Daws cannot be held liable for any illness, injury or death whilst medicating or treating a pet.
49. All the necessary procedures will be taken should the clients pet(s) become ill and Veterinary attention will be sort immediately.
50. Should a cat go missing, due to the clients wish to let it outside and not be present to administer treatment, Paws In Daws cannot be held responsible for the lack of dose.
51. Microchipping is performed with the clients full consent and on the understanding that it is possible for the chip to fall out, migrate and cause a reaction.
52. Dematting with the use of clippers is undertaken with the clients full consent and on the understanding that the skin could react, the skin could tear and the pet will be bare and have a patchy appearance.
53. Paws In Daws cannot be held responsible for any injury caused by the pet(s) moving whilst being clipped.
54. It is the responsibility of the client to inform their own Veterinary Clinic that Paws In Daws are in place.

Paws Products

55. All products are sold following recommendations and on request that the client research the use for their individual requirements before purchase.
56. Any manufacturing faults or fitting issues are not the responsibility of Paws In Daws and refunds cannot be given for change of mind or circumstance.
57. Products can only be refunded if the original packaging is unopened and Paws In Daws are notified within 7 days from the purchase date.
58. Paws In Daws cannot be held responsible for any illness, injury or death to a pet who may have been using the product or for the product outside the manufactures specifications.
59. Payment must clear before any product is received and payments via Paypal must be accompanied by a Paypal confirmed delivery address.
60. Any fault with a product set up or fitted without a Paws In Daws representative, is not the responsibility of Paws In Daws as it cannot be proven that the produce wasn't damaged or installed incorrectly. All products are tested before sale, by the supplier and then double checked by Paws In Daws. We strongly recommend letting us set up and install, as then we oversee and rectify any issues at the time of purchase.



Paws Locum Service

61. Practices employ the Paws Locum at their own risk and under their own practice insurance.
62. Practices are committed to pay an hourly rate, hours must be a minimum of two with no maximum.
63. Practices are committed to provide accommodation for the length of locum or reimburse travelling expenses such as fuel at 60p per mile or fare.
64. Once a booking is arranged, 10 days notice is required to cancel that booking or the practice will incur a cancellation fee.
65. On available the Paws Locum should receive clear instruction and timetable of events. A representative must be at hand to provide a tour of the practice and any equipment likely to be used.
66. The Paws Locum is not responsible or liable for any situations that arise in practice, they are simply in attendance to provide a service.
67. The practice is obliged to pay the Paws Locum either weekly or monthly, depending on the length of Locum.
68. It is preferable that the practice pay by cash or cheque, but BACS can be arranged for longer contracts.
69. Secure parking must be available to the Paws Locum at all times.
70. Resident staff must be informed by the practice, that the Paws Locum is in attendance.

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