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**TERMS AND CONDITIONS FOR PET SERVICES (B2C) PROVIDED BY:  
ANNE DONNELLY T/A MUTTMEISTERS (FOR BOOKING A SINGLE PET TRANSPORT OR  
RELOCATION SERVICE OR A MULTIPLE/ONGOING SERVICES)**

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**BACKGROUND:**

These Terms and Conditions are the standard terms which apply:

- A. to booking and provision for You of any Pet Transport or Relocation Service (as defined in Clause 1 below) by Anne Donnelly, T/A Muttmeisters of 19 The Crescent, Kington, Herefordshire HR5 3AS; and
- B. where You, the client, are a “business” or “sole trader” or other body not defined as a consumer

**1. Definitions and Interpretation**

- 1.1. In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

<b>“Business”</b>	means any business, trade, craft, or profession carried on by You or any other person/organisation;
<b>“Customer”</b>	means a “customer” and in relation to these Terms and Conditions, means a business or company who receives any Services from Us for wholly business related purposes;
<b>“Pet”</b>	means a pet (including a dog, cat or rabbit) under care or possession by You for which We agree to provide any Services for a Pet Transport or Relocation Service;
<b>“Pet Service Team Member”</b>	means either Us or any person acting on Our behalf, in either case being an individual carrying out all or any of the pet sitting during a Pet Transport or Relocation Service;
<b>“Pet Transport or Relocation Service”</b>	means a period of time commencing when We arrive at Your Premises to begin the Services and ending when We leave Your Premises when We have completed the Services, and where the context admits, it also means the Services to be provided during that period;
<b>“Fees”</b>	means Our bespoke quoted fees for all Pet Transport or Relocation Services which is available from by email to enquiries@muttmeisters.co.uk, or by direct message via our social media profiles or online chat facility.
<b>“Registration Form”</b>	means the registration form that We provide to You for You to book with Us;
<b>“Regulations”</b>	DEFRA Regulations & Guidelines for Transporting Animals in Great Britain

<b>“Services”</b>	means the provision of a Pet Transport or Relocation Service facilities, equipment, goods and materials, if any, which We provide/use in connection with and during that Pet Transport or Relocation Service , as detailed in Clause 8, together with, in relation to that Pet Transport or Relocation Service, any incidental or other services agreed with You or any services reasonably necessitated by any of the circumstances contemplated by these Terms and Conditions or any other services reasonably necessitated by any incident or problem arising during that Pet Transport or Relocation Service;
<b>“We/Us/Our”</b>	means the [business] whose name is set out above and whose place of business and contact address is [set out above] and includes any Pet Service Team Member engaged by Us where the context requires or permits;
<b>“You/Your”</b>	means an individual business customer to whom We agree to provide any Services for the Pet; and
<b>“Your Premises”</b>	means the premises (which are Your business address or place of work unless otherwise agreed, but not in any case Our premises) which We agree with You will be the location where We provide any Services for You.

- 1.2. Unless the context otherwise requires, each reference in this document to:
    - 1.2.1. “these Terms and Conditions” is a reference to the provisions of this document; and
    - 1.2.2. a Clause or sub-Clause is a reference to a Clause of these Terms and Conditions;
  - 1.3. The Addendum to these Terms and Conditions and the contents of the Addendum form part of these Terms and Conditions as if set out in the main body of these Terms and Conditions;
  - 1.4. The headings used in these Terms and Conditions are for convenience only and shall not affect the interpretation of these Terms and Conditions;
  - 1.5. Words signifying the singular number shall include the plural and vice versa; and
  - 1.6. References to any gender shall include any other gender.
- 2. Registration**
- 2.1. In order to be provided with any Services, You first have to register with Us and You may apply to register by completing the Registration Form either via the online booking calendar or requesting a manual form.
  - 2.2. The details that You provide and confirm in the Registration Form must be complete and correct, and that You agree to these Terms and Conditions.
  - 2.3. You may book a Pet Transport or Relocation Service only once We have confirmed in writing to You Our acceptance of Your application to register. Our acceptance of Your application means that You may then (but not otherwise) book a Pet Transport or Relocation Service. Our decision whether or not to accept Your application is at Our absolute discretion.
  - 2.4. When We confirm that We accept Your application there will be an agreement between You and Us that when We then accept any request by You to book any Pet Transport or Relocation Service, that Pet Transport or Relocation Service will be on and subject to these Terms and Conditions. However, that agreement will not give rise to any obligations upon either You or Us; You and We will only incur obligations under any contract made by You for any Pet Transport or Relocation Service(s).
  - 2.5. A contract for any Pet Transport or Relocation Service(s) will arise when (and only when) pursuant to and subject to Clause 3 You request a booking of such Pet Transport or Relocation Service(s) and We accept that booking request.

### **3. Booking and Cancellation of Pet Transport or Relocation Services**

- 3.1. You must be “business customer” to book any Pet Transport or Relocation Service.
- 3.2. A time period for any particular date(s) requested for a Pet Transport or Relocation Service is subject to availability. We will not reserve or guarantee any particular time period for any Pet Transport or Relocation Service until You book and pay in advance for it and We accept the booking pursuant and subject to sub-Clause 3.7.
- 3.3. You may book a Pet Transport or Relocation Service in person, by email, by phone, by WhatsApp/Facebook Messenger, or through Our online booking system or chat facility on our website as a single Pet Transport or Relocation Service.
- 3.4. We will only provide a Pet Transport or Relocation Service for You if You have pre-booked and paid in advance for it and We have accepted the booking.
- 3.5. When you book and pay for any Pet Transport or Relocation Service, You must book (or, as set out in sub-Clause 3.9 below, rebook to replace any booked Pet Transport or Relocation Service cancelled) for a start date which is no more than 4 weeks after the date when You make and pay for that booking or rebooking. A Pet Transport or Relocation Service not booked (or rebooked) and taken within that period will be lost and, unless You cancel it and are entitled to a refund under these Terms and Conditions in that case, We will not refund any payment You have made for it.
- 3.6. Your request to book a Pet Transport or Relocation Service will be Your offer to make that booking on the basis of the contents of the completed Registration Form and these Terms and Conditions. Whether We accept any such booking will be for Us to decide in Our discretion whenever You make such an offer. Only if and when We tell You that We accept Your request to book a particular Pet Transport or Relocation Service or package and You have paid for it will there be a booking (on these Terms and Conditions) which is a legally binding contract between You and Us for that Pet Transport or Relocation Service.
- 3.7. When You book any Pet Transport or Relocation Service, We will require You to pay Us in advance, and We will be entitled to keep some or all of that payment as set out in sub-Clauses 3.9 below if You later cancel a Pet Transport or Relocation Service without giving Us the prior notice that We require to be given as explained in the following provisions of this Clause 3.
- 3.8. If, when We arrive at Your Premises on time to begin any Pet Transport or Relocation Service, We cannot begin that Pet Transport or Relocation Service immediately due to a delay not attributable to Us, We will not extend the length of the Pet Transport or Relocation Service beyond its scheduled finishing time and date unless We specifically agree to do so after We arrive at Your Premises. We may treat a Pet Transport or Relocation Service that You have booked as cancelled by You without notice to Us if there is such a delay of more than half an hour after the scheduled start of the Pet Transport or Relocation Service or You tell Us at any time that the Pet Transport or Relocation Service cannot for any reason begin until more than half an hour after its scheduled start or that it cannot begin at all. If We treat the Pet Transport or Relocation Service as cancelled in any such case, We may then (but We are not obliged to) give all or any part of Your booked date(s) period for it to any other customer wishing to book any or all of that period. We may decide to make a charge to You for that cancelled Pet Transport or Relocation Service, and sub-Clause 3.10 below will then apply.
- 3.9. You may cancel a Pet Transport or Relocation Service without charge if You give Us at least 5 days' prior written notice of the cancellation. If You do so We will refund to You any sum You paid in advance unless when You cancel You ask instead to rebook for a later, substitute, Pet Transport or Relocation Service and if We then in our discretion accept that substitute booking.
- 3.10. If You do not give Us at least 5 days' prior notice of cancellation of a Pet Transport or Relocation Service, We will be entitled to charge You for any net financial loss that We suffer due to Your cancellation but that charge will be limited to:

- 3.10.1.1. 100% of the Full Price of that Pet Transport or Relocation Service where that prior notice is less than 5 days;

For this purpose, the “Full Price” means the actual price paid where the Pet Transport or

Relocation Service was booked as a single Pet Transport or Relocation Service, means the amount that You would have paid for it. We will be entitled to deduct that charge from any sum You paid in advance for that Pet Transport or Relocation Service, and We shall refund any balance to You.

- 3.11. If, due to exceptional circumstances including, but not limited to, illness or accident suffered by the Pet or You, You cancel a Pet Transport or Relocation Service without giving Us at least 5 days' prior notice, We will consider the circumstances and in Our discretion decide whether to waive any charge for late cancellation that We are entitled to make under the above provisions of this Clause 3.
- 3.12. We may cancel a Pet Transport or Relocation Service at any time before the start time and date of that Pet Transport or Relocation Service in the following circumstances:
  - 3.12.1.1. The Pet Service Team Member allocated by Us to the Pet Transport or Relocation Service is not available, being a person providing the Pet Transport or Relocation Service who is:
    - 3.12.1.2. Us acting as a self-employed individual; or
    - 3.12.1.3. an individual engaged by Us with at the time of the booking to provide the Pet Transport or Relocation Service on Our behalf;
    - 3.12.1.4. an event described in Clause 9 below occurs and continues for more than 2 hours;

If We cancel a Pet Transport or Relocation Service in such circumstances, We will refund to You in full the payment that You have made to Us for that Pet Transport or Relocation Service.

- 3.13. We will use all reasonable endeavours to start the Pet Transport or Relocation Service You have booked at its scheduled start time, but the start may be delayed by overrun of a previous Pet Transport or Relocation Service or by other circumstances. If a delay to the start is at least 1 hour, or, if at any time before We arrive for a Pet Transport or Relocation Service We notify You that there will be a delay of at least that time, You may cancel the Pet Transport or Relocation Service and We will refund to You in full the payment that You have made to Us for that Pet Transport or Relocation Service.
- 3.14. Pet Transport or Relocation Services and prices and Pet Service Team Members available to be allocated to Pet Transport or Relocation Services are subject to change from time to time but We will try to give You as much prior notice as possible of any such changes.
- 3.15. We may immediately terminate a Pet Transport or Relocation Service if:
  - 3.15.1.1. anything occurs which amounts to Your material breach of these Terms and Conditions; or
  - 3.15.1.2. the Pet becomes aggressive or dangerous or otherwise poses a threat to the health or safety of any other animal or of the Pet Service Team Member or other person or member of the public.

You will not be entitled to any refund for a Pet Transport or Relocation Service started but not completed in such a case.

#### **4. Fees, Expenses and Payment**

- 4.1. You must pay in accordance with Our Fees for all Pet Transport or Relocation Services that We fully and correctly provide to You. Our Fees are a bespoke cost per booking and will show all travelling and other expenses incurred by Us or the Pet Service Team Member except for any expenses incurred by Us which these Terms and Conditions specifically require You to meet or reimburse to Us.
- 4.2. You may pay Us for Pet Transport or Relocation Services using any of the following methods:
  - 4.2.1. Bank transfer. ;
  - 4.2.2. Cash at time of consultation prior to commencing service;
  - 4.2.3. Card payment (if service is currently available);

- 4.3. We may alter Our prices without prior notice, but if the price of any Pet Transport or Relocation Service increases between the time when You book it and the date of the Pet Transport or Relocation Service, the price increase will not apply to You for the Pet Transport or Relocation Service on that date.
- 4.4. All prices of Pet Transport or Relocation Services quoted or invoiced are inclusive of any Value Added Tax if chargeable.
- 4.5. Where We properly incur any cost or expense to provide any items that You are required by sub-Clause 6.1.4 or sub-Clause 6.7.6 to provide which You have failed to provide, You must reimburse Us promptly in full for that cost or expense on request. We will for this purpose provide You with relevant invoices and/or receipts.
- 4.6. All veterinary fees under Clause 6, acceptance of these terms and conditions at time of booking means you agree to pay for all pet fees incurred and will cover any upfront costs. We will not be able to cover any veterinary fees. You agreed to provide us with your insurance details to pass on to your vet in this instance, or inform your vet to invoice you for the fees due or take payment over the phone at the time. Or we will take your pet to our own veterinary surgery where they will invoice you the full amount if you do not have insurance.

## 5. **Eligibility to receive a Pet Transport or Relocation Service**

- 5.1. We only make any Pet Transport or Relocation Service available to a “Business” (as defined in Clause 1 above). Your completion of a Registration Form will be deemed to be Your confirmation that You will be a “Business” in connection with any request(s) by You to be provided with any Pet Transport or Relocation Service.
- 5.2. We will not accept Your application to register or make any Pet Transport or Relocation Service available for You unless You are a legitimate business and aged 18 or over.

## 6. **Health, Safety, Welfare, Legal Requirements.**

- 6.1. For the purpose of any Pet Transport or Relocation Service You must:
  - 6.1.1. at all times comply with all Health & Safety Rules;
  - 6.1.2. where for any reason You have not complied with any Health & Safety Rules, disclose to Us any such non-compliance not less than 72 hours before the scheduled time of that Pet Transport or Relocation Service;
  - 6.1.3. when You request a booking for that Pet Transport or Relocation Service, and also not less than 72 hours before that Pet Transport or Relocation Service, ascertain and disclose to Us all Disclosable Health & Safety Information;
  - 6.1.4. provide at the start of Pet Transport or Relocation Service any items that in Our reasonable discretion We request when You make a booking, together with all such suitable pet food, medicine, litter, bedding and equipment as is reasonably necessary for the proper care, cleaning and grooming of the Pet;
  - 6.1.5. ensure that where the Pet is a dog, at the commencement of each Pet Transport or Relocation Service and in compliance with the relevant law, the Pet has a collar with Your contact information inscribed on it or a plate or badge attached to it which We can use when taking the Pet out of the van for exercise;
  - 6.1.6. ensure that where the Pet is a dog or puppy the Pet is microchipped and its details registered on an authorised database and
  - 6.1.7. ensure that where the Pet is a cat (England only), the Pet is microchipped and its details registered on an authorised database
  - 6.1.8. Ensure that all rabbits, cats and dogs are fully vaccinated, wormed and tick treated within 14 days of travel.
- 6.2. After You disclose it to Us, We will discuss with You the Disclosable Health & Safety Information and any non-compliance with any of the Health & Safety Rules which You disclose to Us, and We will inform You if We decide not to accept Your booking for that reason. If We do accept Your booking, You must act in accordance with any instructions provided by Us relating to the disclosed Health & Safety Information or the disclosed non-compliance with

## Health & Safety Rules.

- 6.3. If You before a Pet Transport or Relocation Service do not disclose to Us any Disclosable Health & Safety Information or any non-compliance with any of the Health & Safety Rules, and We then discover such undisclosed Disclosable Health & Safety Information or undisclosed non-compliance with Health & Safety Rules, We will be entitled not to provide some or all of that Pet Transport or Relocation Service or any other Pet Transport or Relocation Services and to treat any such Pet Transport or Relocation Services (or the affected part of it/them) as cancelled by You without notice, in which case We may make a charge to You for that cancelled Pet Transport or Relocation Service (or part of it) as set out in sub-Clause 3.10 above.
- 6.4. In any case where We properly consider that We should contact a veterinary surgeon to ensure the health and safety of the Pet, We will, except in an emergency where We consider that urgency renders it impracticable or unsafe to do so, endeavour to contact You before We do so to discuss the matter with You. If We are unable to contact You at all or within a reasonable time, We will be entitled to contact and engage a veterinary surgeon without having spoken to You about the matter.
- 6.5. The veterinary surgeon that We engage in any case will only be the veterinary surgeon whose name and contact details You have given to Us except that where You have not given Us any such details for any reason or We are not able to contact that veterinary surgeon within a reasonable time, or if our own veterinary surgery is closer, We will be entitled to contact and engage any other veterinary surgeon.
- 6.6. The “Disclosable Health & Safety Information” is all of the following information:
  - 6.6.1 any medical, health, fitness, characteristic or behavioural issue (including anti-social behaviour or aggression), incontinence, lack of house training, excessive loud barking, whining or other noise, anxiety, sensitivity to loud noises, allergies, cleaning or grooming needs or any special need relating to the Pet, which, if not dealt with appropriately, is or might be a risk to the health, safety or welfare of the Pet, or to Our Pet Service Team Member or to any member of the public or other animal during a Pet Transport or Relocation Service, or might give rise to damage to Our vehicle or to any of Your or the Pet Service Team Member’s property;
  - 6.6.3 type, breed, age and sex of the Pet and whether spayed or neutered; and
  - 6.6.3 where sub-Clause 6.7.6 applies, details of the items, actions and instructions referred to in that sub-Clause.
- 6.7. The “Health & Safety Rules” are all of the following:
  - 6.7.1. You must not request a booking for a Pet Transport or Relocation Service or permit a Pet Transport or Relocation Service to proceed unless all Your warranties set out in Clause 7 about the Pet are true;
  - 6.7.2. You must ensure that at the start of a Pet Transport or Relocation Service the Pet is up to date with its vaccinations (as recommended by the British Veterinary Association), and within fourteen days before Pet Transport or Relocation Service it has received flea and tick treatments and de-wormer treatments if it involves a trip in our van;
  - 6.7.3. You must provide Us with a contact phone number for You to use at any time during a Pet Transport or Relocation Service and the phone number of a trusted third party that We can use in an emergency if unable to make contact with You at that time;
  - 6.7.4. You authorise Us and accept that We may make decisions regarding the Pet’s health and safety provided that We at all times act in the best interests of the Pet and that We take and act on the advice of a veterinary surgeon where in an emergency it is prudent to seek and receive medical advice in

order that We can safeguard the Pet's health or safety;

- 6.7.5. We must engage a veterinary surgeon to provide any advice or treatment as anticipated by this Clause 6, whether or not in the circumstances We are also permitted or required by these Terms and Conditions to take any other step(s);
- 6.7.6. if, in relation to a Pet Transport or Relocation Service, to ensure the health or safety of the Pet it will be necessary for the Pet to be given any medication or any other act is required or any particular equipment or other item needs to be used, You must provide Us before that Pet Transport or Relocation Service with whatever medication, equipment or other item is needed for that purpose together with appropriate instructions; and
- 6.7.7. You must at the time of each booking or a package of Pet Transport or Relocation Service(s) provide Us with the name, address and phone number of Your nominated veterinary surgeon

## **7. Your Warranties**

- 7.1. You warrant and undertake to Us on booking and up to the start of each Pet Transport or Relocation Service that the Pet:
  - 7.1.1. does not scratch, chew or bite, other than in relation to food;
  - 7.1.2. has never attacked another animal or a human;
  - 7.1.3. where it is a dog, has never been used as a guard dog, police dog, for hunting or for any purpose whereby it would be trained to attack;
  - 7.1.4. is not suffering from any illness which may be transmitted to or cause ill health to humans or other animals; and
  - 7.1.5. has been microchipped and its details registered on an authorised database and, in the case of a dog, is wearing a collar and tag that includes your contact information, in compliance with the above requirements of these Terms and Conditions.
- 7.2. If We discover at any time that any of the warranties or undertakings in sub-Clause 7.1 are not true, We may, in addition to any other right or remedy that We may have in the circumstances, cancel any and all Pet Transport or Relocation Services booked by You for the Pet.

## **8. The Services We Provide**

We will provide You with the Pet Transport or Relocation Service on and subject to the following and all other provisions of the Terms and Condition (please refer to addendum at the end of this document in relation to DEFRA guidelines and our responsibilities).

- 8.1. We will make every reasonable effort to ensure the good health, cleanliness, comfort, safety and happiness of the Pet in a caring, reliable and professional manner in line with the DEFRA guidelines ;
- 8.2. We will use the following items made available by You as necessary, suitable and/or as requested by Us: collar, leash, harness, coat, muzzle, feeding bowls, bedding, scoops and We will also feed the Dog using the food that You provide to Us for the purpose;
- 8.3. We will notify You of any occurrence relating to the Pet which may be relevant to the care and wellbeing of the Pet;
- 8.4. During each Pet Transport or Relocation Service the Pet Service Team Member will take all steps which are appropriate and necessary having regard to Our proper responsibilities as the provider of the Services;

- 8.5. The steps referred to in sub-Clause 8.4 will include action reasonably necessary in the interests of the health and safety of either the Pet or other animals, or dogs in our care, or members of the public, or encountered when the Pet is a dog and it is being let out of the vehicle by the Pet Service Team Member;
- 8.6. If the Pet is a dog, the Pet Service Team Member will not in any circumstances allow it to be off its leash on a public highway;
- 8.7. We will discharge Our responsibilities under the Animal Welfare Act 2006 and other relevant legislation applicable to Pet Service Team Members;
- 8.8. We hold and will maintain appropriate insurance covering third party liability and the Pet while it is in Our custody, as follows:  
 Pet Transport and other Pet Services. Public Liability of £1m.  
 Our insurance does not cover emergency veterinary fees. You will need to make arrangements with your vet to cover any costs incurred at the time, and provide any insurance information, or in the case of using our own vet, be invoiced directly by our veterinarian or hold pet insurance to cover the fees.
- 8.9. Our Pet Service Team Member(s) is/are suitably competent.
- 8.10. We will only carry out those duties and supply those services and facilities which these Terms and Conditions expressly provide for or contemplate as part of the Services.

## 9. **Events beyond our reasonable control**

- 9.1. We will not be liable for any failure or delay in performing Our obligations under the contract resulting from any cause beyond Our reasonable control.
- 9.2. If any event described under sub-Clause 9.1 occurs that is likely to adversely affect Our performance of any obligations under the contract, We will try to inform You as soon as is reasonably possible, Our obligations will be suspended and any time limits that We are bound by will be extended accordingly. We will inform You when that event is over and provide details of any new dates, times or availability of [a] Pet Transport or Relocation Service[s] as necessary. You may, without liability to Us, cancel any Pet Transport or Relocation Service[s] which [do][does] not take place due to that event, and We will refund in full the advance payment that You have made to Us for the cancelled Pet Transport or Relocation Service[s].

## 10. **Limitation of Liability**

- 10.1. We will be responsible for any foreseeable loss or damage that You may suffer as a result of Our breach of these Terms and Conditions or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of Our breach or negligence or if it is contemplated by You and Us when Our contract with You is created. We will not be responsible for any loss or damage that is not foreseeable.
- 10.2. We provide or sell all Services to You only for Your personal and private use/purposes. We will not be liable to You for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.
- 10.3. We will not be liable for any incident or circumstances:
  - 10.3.1. in which the Pet contracts an illness or sustains injury or death; or
  - 10.3.2. caused by the Pet,
 provided that the occurrence or circumstance is not attributable to any negligence on Our part. This sub-Clause 10.3 is subject to sub-Clause 10.4.
- 10.4. Our total liability in connection with any particular contract for Services for any loss or damage caused as a result of Our negligence or breach of these Terms and Conditions by Us is limited to £1m.

- 10.5. Nothing in these Terms and Conditions is intended to or will exclude or limit Our liability for death or personal injury caused by
- 10.6. Our negligence (including that of Our employees, agents or sub-contractors) or for fraud or fraudulent misrepresentation.

**11. Changes to Terms and Conditions**

We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such change.

**12. How We use Your Personal Information (Data Protection)**

We will only use Your personal information as set out in Our Privacy Policy available from <https://muttmeisters.co.uk/privacy-policy/>.

**13. Complaints**

We always welcome feedback from You and, whilst We always use all reasonable endeavours to ensure that Your experience as Our client is a positive one, We nevertheless want to hear from You if You have any cause for complaint. If You have any complaint about Our Services or any other complaint about Us, please raise the matter with Anne Donnelly who can be contacted by email [anne@muttmeisters.co.uk](mailto:anne@muttmeisters.co.uk).

**14. No Waiver**

No failure or delay by Us or You in exercising any rights under these Terms and Conditions means that We or You have waived that right, and no waiver by Us or You of a breach of any provision of these Terms and Conditions means that We or You will waive any subsequent breach of the same or any other provision.

**15. Severance**

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms and Conditions and the remainder of the provision in question shall not be affected.

**16. Law and Jurisdiction**

- 16.1. These Terms and Conditions, each booking contract, and the relationship between You and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales.
- 16.2. Any dispute, controversy, proceedings or claim between You and Us relating to these Terms and Conditions, any booking contract, or the relationship between You and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, and Wales, as determined by Your residency.

## Addendum

Pet Transport and Relocation are subject to guidelines covered by DEFRA Type 1 Transport Authority which we hold. You can read the guidelines [here](#).

### Our Obligations

A transporter with a DEFRA Type 1 authority can transport animals on journeys that are over 65 kilometres and up to 8 hours long.

When transporting any animals, we will:

- plan the journey properly and keep it as short as possible
- make sure the animals are fit to travel
- check the animals during the journey to make sure you meet their needs for water, feed and rest
- use a vehicle which is designed and constructed to avoid injury and suffering
- maintain and operate the vehicle to avoid injury and suffering
- use loading and unloading facilities which are designed and constructed to avoid injury and suffering
- maintain and operate loading and unloading facilities to avoid injury and suffering
- make sure anyone handling the animals is trained in the task
- give the animals enough floor space and height

We will not transport animals in a way that is likely to cause injury or unnecessary suffering to them.

We must look after the animal's welfare during extreme weather conditions. See guidance on [how to care for animals in severe hot or cold weather, floods or drought](#).

The booking and cancellation terms and conditions set out above also apply to these services.

We are licensed to carry dogs, cats and rabbits for a total duration not exceeding 12 hours from uplift of pet to offloading at final destination.

### Our Vehicle

The transport van is a Peugeot Partner, fitted with 5 crates, that house either 1 large, 2 medium dogs and several small dogs/cats/rabbits, or 3 medium dogs and several small dogs/cats/rabbits. We are also able to view into the cargo area via a viewing screen in the bulkhead.

### Your Obligations

- All dogs and cats must be fully vaccinated and be tick and worm treated within 14 days of travel.
- Dogs and puppies must be microchipped, which is a legal requirement.
- Cats in England must also be microchipped.
- Dogs must wear a collar and tag with your contact information.
- You should also provide any food, and any additional bedding, puppy pads, cat carrier and cat litter for pet transport and relocation journeys (this does not apply to doggy days out and dog park outings), We will provide basic bedding and bowls and have spare cat litter and



puppy pads for emergencies.

- All pets must be deemed fit to travel and cleared by a veterinarian if they have been very ill.
- You agree to all the terms and conditions laid out in this complete document in relation to booking and cancellation and understand your obligations to us and our obligations to you.



Animal &  
Plant Health  
Agency

**UNITED KINGDOM**  
**ANIMAL TRANSPORTER AUTHORISATION**  
COUNCIL REGULATION (EC) No 1/2005  
(ARTICLE 10)

<b>1. TRANSPORTER AUTHORISATION REFERENCE:</b>		
UK/CARMA/T1/00114279		
<b>2. TRANSPORTER IDENTIFICATION</b>		<b>TYPE 1</b> <b>ONLY VALID FOR JOURNEYS</b> <b>UP TO 8 HOURS</b> <b>WITHIN UK</b>
Name/Company Name: Anne Donnelly		
Address and Postcode: The Garden House, Church Road, Knighton, Powys, LD7 1EB		
Tel No: 07761313823	Fax:	Email: anne@muttmeisters.co.uk
<b>3. SCOPE OF THE AUTHORISATION</b>		
Types of animals: Other Species-Dogs, Cats and Rabbits Modes of Transport: Road		
Valid from: 14/10/2024      Expires on: 13/10/2029		
<b>4. AUTHORISATION ISSUED BY:</b> Welfare in Transport, Centre for International Trade, Eden Bridge House, Lowther Street, Carlisle, CA3 8DX, <i>on behalf of the competent authority (see note 1 below)</i>		
Tel No: 03000 200 301	Fax: N/A	Email: wit@apha.gov.uk
<b>Name and signature of the official:</b>		<b>Official stamp</b>
 R J Wallace		

Notes: 1. The competent authority means the Secretary of State in England, the Scottish Ministers in Scotland and the Welsh Ministers in Wales.

WIT3 (Rev. 12/15)