

PET TRANSPORT SERVICE AGREEMENT (B2B, CHARITIES & RESCUE ORGANISATIONS)

PROVIDED BY:

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DEFRA Type 2 'Conditional' License Holder

1. BACKGROUND & DEFINITIONS

This Agreement sets out the terms between Us (Anne Donnelly T/A MuttMeisters) and You (the Business, Charity, or Rescue Organisation).

- "Business/Organisation" refers to any entity booking services for purposes related to their trade, charity, or profession.
- "Booking Fee" refers to the initial 25% payment for the Reservation Service (the administrative work of scheduling, logistics planning, and exclusive calendar reservation).

2. SECURING THE BOOKING

- Non-Refundable Booking Fee: A non-refundable fee of 25% of the total quote (after any applicable discount) is required to reserve the vehicle and date.
- Reservation Service: This fee is a standalone charge for the administrative service of scheduling, logistics planning, and the exclusive reservation of vehicle capacity. In B2B, Charity and Rescue Organisation contracts, this fee is strictly non-refundable upon cancellation by the Client.

3. PARTNER DISCOUNTS

We support the animal welfare sector with the following tiered discounts on our standard service rates:

- Registered Animal Charities: 20% Discount.
- Non-Registered Rescue Organisations: 15% Discount.
- Note: Valid registration numbers or proof of status must be provided at the time of quoting for these rates to apply.

4. PAYMENT TERMS

- Payment 1 (Booking Fee): The 25% Booking Fee is due immediately upon receipt of the invoice. The transport date is not secured in our calendar until this payment has cleared.
- Payment 2 (The Balance): The remaining 75% balance must be paid in full 7 clear days before the transport date.
- Short-Notice Bookings: All bookings made within 7 days of the transport date require full payment (100%) immediately to secure the slot.
- Late Payment: If the balance is not received by the 7-day deadline, the Provider reserves the right to release the slot to other clients and the Booking Fee will be forfeited.

5. CANCELLATION CHARGES

As a "sole vehicle" transport provider, cancellations represent a total loss of operational capacity. The following charges apply to all business, charity, and rescue organisation clients:

- More than 7 days' notice: The Booking Fee (25%) is retained; any balance paid is refunded.
- 48 hours to 7 days' notice: 50% of the total quote is due and payable.
- Less than 48 hours' notice: 100% of the total quote is due and payable.

6. DEFRA COMPLIANCE & OUR OBLIGATIONS

- Licensing: Services are subject to DEFRA Type 2 'conditional license' Transport Authority guidelines. We are licensed to carry dogs, cats, and rabbits for a total duration not exceeding 12 hours from uplift to offloading.
- The Vehicle: Peugeot Partner small van, fitted with 5 secure crates with escape hatches (viewable via a bulkhead viewing screen) and anti-slip flooring. The van is fully insulated, ventilated, and heated in winter.
- Care: We will plan journeys to be as short as possible, check pets regularly for water/feed/rest, and maintain all facilities to avoid injury or suffering. We monitor welfare during extreme weather in line with severe weather guidance.

7. CLIENT OBLIGATIONS

The Client (or Rescue/Charity) agrees to the following requirements:

- Health: All pets must be fully vaccinated and tick/worm treated within 14 days of travel. Pets must be deemed fit to travel (veterinary clearance required if recently ill).
- Legal: Dogs must be microchipped and wear a collar/tag with contact info. Cats (in England) must be microchipped.
- Supplies: Client should provide food, specific bedding, cat carriers, and puppy pads for relocation journeys.

8. ALL-WEATHER LOGISTICS

- Service Delivery: This is an all-weather logistics service. We proceed unless roads are officially declared "impassable" or unless there are severe weather warnings in place.
- Provider Cancellations: If we must postpone due to impassable roads, weather warning, or breakdown, a reschedule is offered. If no date can be agreed, the balance is refunded but the Booking Fee is retained to cover completed admin.
- Client Cancellations: If the Client cancels due to weather conditions where the Provider is able to proceed, standard cancellation fees (Section 5) apply.

9. CONTRACTUAL STANDING

This is a Business-to-Business (B2B) agreement. By paying the Booking Fee, the Client acknowledges that this is a contract for transport on a specific date; therefore, no "cooling-off" period applies. All bookings are final and binding upon payment of the Booking Fee.