

PET TRANSPORT - CONSUMER SERVICE AGREEMENT

(Covers: Pet Transport, Doggy Days Out, and Dog Park Trips)

PROVIDED BY:

Anne Donnelly T/A MuttMeisters

Address: 19 The Crescent, Kington, Herefordshire HR5 3AS

Contact: enquiries@muttmeisters.co.uk | 03302 237017

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 Consumer).

- "Consumer" refers to an individual booking services for purposes outside of any business.
- "Booking Fee" refers to the initial 25% payment for the Reservation Service (the administrative work of scheduling, route planning, and exclusive calendar reservation).

2. SECURING THE BOOKING

- The Booking Fee: A non-refundable fee of 25% of the total quote is required to reserve the vehicle and date.
- Reservation Service: By paying this fee, you agree that the Reservation Service is performed immediately upon booking. This fee is strictly non-refundable upon cancellation by the Client.
- Contract Formation: A binding contract is formed only when we have accepted your registration/booking request and received the Booking Fee.

3. PAYMENT TERMS

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

4. CANCELLATION CHARGES

As a "sole vehicle" transport provider, cancellations represent a total loss of capacity.

- More than 7 days' notice: 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.

- Mitigation: If we successfully re-book your specific slot with another client of equal value, we will refund the cancellation charges (minus the Booking Fee and a £25 admin fee).

5. DEFRA COMPLIANCE & OUR OBLIGATIONS

- Licensing: Services are subject to DEFRA Type 2 'conditional license' Transport Authority guidelines. Licensed for dogs, cats, and rabbits for up to 12 hours.
- The Vehicle: Peugeot Partner fitted with 5 secure crates with escape hatches, bulkhead viewing screen, and anti-slip flooring. Fully insulated, ventilated, and heated.
- Care: Journeys kept as short as possible; regular water/feed/rest checks; all facilities maintained to avoid injury or suffering.

6. YOUR OBLIGATIONS

- Health: Pets must be fully vaccinated and tick/worm treated within 14 days of travel. Pets must be fit to travel (veterinary clearance required if recently ill).
- Legal: Dogs must be microchipped and wear a collar and tag with contact info. Cats must be microchipped.
- Supplies: Client should provide food, specific bedding, cat carriers, and puppy pads for relocation journeys. (Not required for Doggy Days out or Dog Park Trips).

7. ALL-WEATHER LOGISTICS & RECREATIONAL TRIPS

- 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 and it would be deemed unsafe to travel.
- Provider Cancellations (All Services): If we must postpone due to impassable roads, weather warnings, or breakdown, a priority reschedule will be offered. If a mutually agreeable alternative date cannot be found, a full refund (including the Booking Fee) will be issued.
- Client Cancellations: If the Client cancels due to weather conditions where the Provider is able to proceed, standard cancellation fees (Section 4) apply.
- Recreational Trips (Beach/Park): For safety (e.g. Amber/Red heat or wind warnings), we may postpone these trips and a priority rescheduled date will be offered. If no date can be agreed, a full refund (including the Booking Fee) will be issued.

8. CONTRACTUAL STANDING

This contract is for transport on a specific date; no statutory 14-day "cooling-off" period applies under Regulation 28(1)(h) of the Consumer Contracts Regulations 2013. By paying the Booking Fee, the Client acknowledges that all bookings are final and binding.