

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

PROVIDED BY:

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DEFRA Type 2 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: 15% Discount.
- Non-Registered Rescue Organisations: 10% 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 'ransport Authority guidelines. We are licensed to carry Dogs, Cats, Lagomorpha and Rodentia for any journey length 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. It includes temperature monitoring for warmer months.
- **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 at 8 weeks old and wear a collar/tag with contact info. Cats (in England or transiting through England) must be microchipped at 20 weeks.
- **Supplies:** Where a client or rescue fails to provide required bedding, or knowingly misrepresents/withholds information regarding a pet's destructive behaviour, motion sickness, heavy soiling, or crate-digging habits, the Client accepts full financial liability for any resulting damage to MuttMeisters' vehicle linings, built-in crates, or onboard bedding. MuttMeisters reserves the right to invoice the Client post-journey for the exact cost of replacing ruined equipment or specialised cleaning, payable within 7 days.
- **Emergency Veterinary Care:** In the event of a medical emergency mid-transit, the Client authorises MuttMeisters to seek immediate veterinary attention for the animal. The Client accepts full financial responsibility for all upfront veterinary fees and agrees to directly reimburse MuttMeisters for any associated transport costs (including fuel and time at our standard operational rate) within 7 days of invoicing. MuttMeisters is not responsible for settling vet bills on behalf of the Client or their organisation.

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.