PREMIUM DROP-IN VISITS & PET SITTING – CONSUMER SERVICE AGREEMENT

PROVIDED BY:
Anne Donnelly T/A MuttMeisters
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DEFRA Type 2 Licence Holder

1. BACKGROUND & DEFINITIONS

- This Agreement sets out the terms between Us (**Anne Donnelly T/A MuttMeisters**) and You (**the Client**).
- **"Care Slot"** refers to any pre-booked 1-Hour Premium Drop-In Visit, 4-Hour Pet Sitting Half-Day Slot, or 8-Hour Pet Sitting Full-Day Slot.

2. SECURING THE BOOKING & PAYMENT TERMS

- **100% Upfront Payment:** Full payment (inclusive of any itemised mileage surcharges calculated from your booking form details) is due immediately upon receipt of the invoice to secure your requested dates**.**
- **Provisional Status:** No date or care slot is secured on our calendar until payment has cleared in our bank account.
- **Diary Allocation:** Bookings exclusively lock out our capacity, making confirmed dates subject to the strict cancellation notice windows outlined in Section 3.

3. CANCELLATION & RESCHEDULING RULES

For 1-Hour Premium Drop-In Visits:

- **More than 48 hours' notice:** You can cancel and receive a 100% full refund, or choose to reschedule the visit.
- **Less than 48 hours' notice:** The booking is completely non-refundable and the upfront payment is retained.

For 4-Hour (Half-Day) and 8-Hour (Full-Day) Pet Sitting Slots:

- **More than 72 hours' notice:** You can cancel and receive a 100% full refund, or choose to reschedule the care slot.
- **Less than 72 hours' notice:** The booking is completely non-refundable and the upfront payment is retained.

4. OPERATIONAL LIMITS & SERVICE WINDOWS

- **Coverage Radius:** Services are provided within a maximum 20-mile radius of Kington, Herefordshire. Any multi-visit holiday packages are strictly subject to location viability and fuel calculations.
- **Duties & Care Provided:** The full duration of your booked 1-Hour, 4-Hour, or 8-Hour Care Slot will be dedicated to whatever is required during the pet visit. This includes toilet breaks, feeding, watering, companionship, playing games such as ball, and changing any bedding or litter etc.

- **Walks Included in Care Slots:** A 15 to 45-minute walk can be included within any of our care, based entirely on your pet's requirements. Please note that we provide relaxed, steady-paced walking only and do not offer rigorous exercise, jogging, or running. For safety and control, we cannot walk dogs on retractable leads. Also, as harnesses can encourage dogs to pull, unless your dog walks perfectly by our side, we reserve the right to use or suggest a training lead for the duration of the walk.
- **Keyholding & Home Security:** Where keys or codes are provided, MuttMeisters will keep them secure and unlabelled. We accept no liability for property loss, theft, or burglary occurring during a care period, provided the property has been locked securely upon our departure as instructed.
- **Property Access:** To ensure a safe environment, no unannounced third parties, family members, or tradespeople should be present on the property during our booked Care Slot. MuttMeisters accepts no liability for incidents or escapes occurring if a third party enters the premises during our visit.
- **Exclusivity:** We provide 1-on-1 care and only look after pets from one single household during your booked slot.

5. YOUR OBLIGATIONS & ANIMAL HANDLING

- **Legal Compliance:** All dogs must be microchipped and wear a collar and tag featuring your contact details in compliance with UK law.
- **Behaviour Disclosure:** You must fully disclose if your dog is large, reactive, pulls on the leash, or has any history of aggression or destructive habits.
- **Property Damage & Boundary Liability:** If a client fails to disclose a pet's destructive/aggressive behaviour or extreme separation anxiety, the client accepts full financial liability for any resulting damage to MuttMeisters' equipment or specialised cleaning required. The Client warrants that all private gardens, paddocks, or fields where animals (including horses) are kept or exercised are secure and escape-proof. MuttMeisters accepts no liability for injuries or losses resulting from animals escaping private boundaries.
- **Supplies:** You must provide all necessary pet food, fresh water access, medication, suitable non-retractable secure leads, cat litter, secure keys/access codes, and anything else necessary for the pet to complete the visit.

6. EMERGENCY VETERINARY CARE

- If your pet requires emergency veterinary care during a care slot, you authorise MuttMeisters to take your pet to the nearest veterinary surgery or your nominated practice.
- You accept full financial responsibility for all veterinary fees and treatment costs**.** As MuttMeisters cannot settle vet bills or provide upfront payments, you agree to ensure your pet's insurance or payment details are accessible, or to settle the vet clinic's bill immediately over the phone upon contact.

7. ALL-WEATHER SERVICE & WEATHER CANCELLATIONS

- **All-Weather Service:** This is an all-weather local care service. Visits and sittings proceed as standard unless local roads are officially declared impassable, or unless severe weather warnings are in place and it is deemed unsafe to travel.

- **Client Weather Cancellations:** If the Client chooses to cancel a care slot due to weather conditions where MuttMeisters is fully able to proceed, our standard cancellation and notice periods outlined in Section 3 apply. No refunds will be issued for short-notice client weather cancellations.
- **Provider Weather Cancellations:** If we must postpone or cancel a care slot due to impassable roads, severe weather warnings, vehicle breakdown, or handler illness, a priority reschedule will be offered. If a mutually agreeable alternative date cannot be found, a full refund will be issued immediately.

8. CONTRACTUAL STANDING

- **Date-Specific Bookings:** This contract secures a specific care slot on a specific date; therefore, no statutory 14-day consumer "cooling-off" period applies under Regulation 28(1)(h) of the Consumer Contracts Regulations 2013. By completing your upfront payment, you acknowledge that all bookings are final and subject strictly to the cancellation notice terms in Section 3.