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

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 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 Transport 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.
- Driver Hours & Overnight Rest Breaks: To ensure road safety and comply with GB Domestic Driving Rules, our operations are legally capped at a maximum of 10 hours of driving in any single day.
- For journeys under 10 hours: Any required 8.5 to 10-hour rest period will take place after your pet has been safely delivered and will not affect their transit time.
- For ultra-long journeys (exceeding 10 hours): The itinerary will strictly be scheduled over two or more days. The journey will pause when the 10-hour driving limit is reached, and a mandatory 8.5 to 10-hour overnight rest break will be taken.
- Pet Welfare During Layovers: During any mandatory overnight stop with a pet on board, the animal's welfare remains our absolute priority. The pet will receive full evening and morning feeds, extended exercise/toileting breaks, and continuous temperature-monitored comfort. Overnight accommodation or specialised layover arrangements will be detailed and agreed upon in your specific quote.

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).
- Sedation and Medication: For the health and safety of the animals in our care, MuttMeisters strictly cannot transport heavily sedated pets. The use of prescribed anti-anxiety or calming medication is acceptable, provided it does not render the pet unconscious or unresponsive. The Client must fully disclose any medication requirements on the booking form prior to travel. Additionally, the Client must provide a written letter or document from their prescribing veterinary surgeon confirming that the medication has been legally prescribed, the exact required dosage and scheduled administration times, and formal confirmation that

the pet is medically fit to travel. MuttMeisters reserves the right to refuse transport at the time of collection if a pet appears heavily sedated, or if the required veterinary documentation is not provided. In such cases, standard short-notice cancellation fees will apply.

- 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.