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 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 Transport Authority guidelines. Licensed for Dogs, Cats, Lagomorpha and Rodentia, for any length of journey.
- The Vehicle: Peugeot Partner fitted with 5 secure crates with escape hatches, bulkhead viewing screen, and anti-slip flooring. Fully insulated, ventilated, and heated in winter. There is also temperature monitoring for the warmer months.
- Care: Journeys kept as short as possible; regular water/feed/rest checks; all facilities maintained to avoid injury or suffering.
- 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.

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).
- 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 and wear a collar and tag with contact info. Cats in England, or transiting through England, must be microchipped at 20 weeks.
- 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). Where a client fails

to provide the 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**:** If your pet requires emergency veterinary care during transit, you authorise MuttMeisters to take your pet to the nearest veterinary surgery. You accept full financial responsibility for all veterinary fees, treatment costs, and any additional transport expenses incurred (such as fuel and emergency time). As MuttMeisters cannot settle vet bills or provide upfront payments on your behalf, you agree to ensure your pet's insurance or payment details are accessible or to settle the vet clinic's bill immediately upon contact.

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.