



## General Terms and Conditions

### 1. General

- a. The service is provided by Stephen Beer of The Sausage Sitter & friends (SSF) and anyone working on SSF's behalf.
- b. All clients are deemed to have accepted SSF's terms and conditions (as laid out here) upon signing the consultation form. "Upon the services commencing".
- c. Consultations are carried out prior to new service taking place.

### 2. Definitions

- a. The client is the owner of the animal or empowered representative.
- b. Empowered representative is the person the client trusts to care for and make decisions for their animal(s) on their behalf should they be absent.
- c. Consultation refers to meeting and information gathering of the animal. Signing the consultation form becomes a legally binding document on which the client has given truthful and correct information. Price is agreed at the consultation and upon signing, becomes an inclusive part of the contract.

### 3. Permissions

- a. The client gives SSF permission to enter their property to carry out the booked service at the arrange time and date.

- b. The client must provide SSF with a name and contact telephone number of someone empowered to make decisions relating to their pet(s) in an emergency. In the event that SSF are unable to contact the client or empowered representative, the client empowers SSF to make decisions on their behalf.
- c. The client's veterinary details will be recorded and, where possible, they, or another veterinary surgeon will be contacted if SSF is unable to communicate with the client or empowered representative.
- d. In the event of an emergency SSF will make decisions in the best interest of the clients pet(s) and when appropriate, seek advice and treatment of a veterinary surgeon without the client's prior permission. The client accepts responsibility for all veterinary fees, however incurred.
- e. Client's permission must be given before a dog can be let off their lead.
- f. Unless otherwise stated, the client agrees to their animal's photo being taken and use on social media and/or for promotional material.

#### 4. Dogs safety, Health and Wellbeing

- a. All dogs must wearing a proper fitting collar or harness with the owners contact details engraved on an ID tag. SSF will not be held liable for any accident, injury or damage to property due to a client's dog escaping any ill-fitted or faulty equipment.
- b. Dogs must be in a secure location prior to being picked up. Confined to the garden does not constitute this. On return the dog(s) will be returned to the area of the house they were collected from. Note that dogs may be dirty, and it is therefore the clients' responsibility to restrict access within their household. SSF will not be held responsible for any damaged caused by the dog in its own household.
- c. All dogs must be vaccinated and treated for fleas, parasites and worms. SSF will not be held liable for unvaccinated dogs

catching a preventable illness. As such, SSF reserve the right to refuse animals that are not vaccinated.

- d. Clients must inform SSF if their dog(s) contracts any infectious conditions (e.g. kennel cough, conjunctivitis, sickness or diarrhoea). Any dog with an infectious condition will not be walked until cleared by a vet.
- e. The client must disclose any material information to SSF about the dog and advise on new or changes to material information throughout the period of SSF providing services for the client including but is not limited to:
  - a. Any medical conditions such as incontinence, mobility issues, or travel sickness
  - b. Any injuries that may impact of services such a paw or spinal injuries
  - c. Any behavioural issue such as anti-social behaviour, aggression, prey drive or chase instincts that could cause injury or distress to people or damage to property.
- f. SSF reserve the right to refuse to provide services for any dog that SSF consider being unsuitable for such services. If the client fails to disclose such information, the service will be terminated.

## 5. Dangerous animals

- a. No dogs under the dangerous dog act of 1991 will be accepted for walking or sitting services.
- b. Dog hybrids registered under the dangerous wild animal act 1976 (e.g. wolf hybrids) will not be accepted for walking or sitting.
- c. Any dog that shows uncontrollable levels of aggression may have their agreement terminated without further discussion.

## 6. Updates

- a. The client will keep SSF up to date on any changes regarding your contact number, your empowered representative name

and number, your pet(s) care needs and/or behavioural changes and other pertinent information.

## 7. Insurance

- a. SSF's vehicle is insured for the safe transportation of your pet. Animals are fully insured to travel in any vehicle driven by SSF. The client has given permission for this via signature on the booking form.
- b. SSF does have public liability insurance. However, SSF advises clients to have their own pet insurance and reserve the right to refuse a booking for any animal that is not insured. Please ensure you have valid insurance available to show during any consultation and when requested.
- c. SSF will not be held liable for any loss, injury or death of any animal, either inside or away from the client's house while in SSF care. As such matter, will be referred to SSF insurers.

## 8. Keys

- a. If the client is out when SSF services are required a key must be given to SSF on the day of consultation or left in a specified safe place for SSF to pick up and retain. Any keys left in a safe place is at the discretion of the client and SSF cannot be held liable for any damages or theft from a 3<sup>rd</sup> party taking and misusing the key.
- b. Retained keys will be coded and kept in a safe place when not in use.
- c. Keys will be handed back if/when services are terminated.

## 9. Bookings

- a. Before any new service takes place, a consultation must be done with the new or existing client.
- b. Consultations can be arranged by phone, email or through SSF Facebook page and will take place at the client's house for dog walking and pet sitting.

- c. Once the consultation has been completed, bookings for the same service can be repeated. For the repeat services, bookings need to be made a week in advanced to guarantee preferred day and time slot. This can be done through the means listed above. Irregular services booked may be subject to availability.

## 10. Pricing

- a. Please see website for up to date standard pricing on individual services.
- b. Optional extras are to be discussed on consultation if the service is being booked for the first time, or through the appropriate means listed above in the booking section for an existing client. If optional extras or adjustments to services are needed to an existing service, a commensurate charge will be determined by SSF.

## 11. Payment

- a. As of January 1<sup>st</sup> 2022 all clients will be invoiced in arrears for dog adventures at the end of each month. Invoices should be paid within 14 days of receipt. If no payment is made, or SSF is unable to collect payment from the client by the agreed due date, interest maybe charged at 8% + the Bank of England standard base rate in use at the time of failure to pay.
- b. Boarding will require a 25% non-refundable booking fee, which is payable 5 days after booking. SSF will decline any other enquires for the date upon receiving this fee. After the 5-day period, if no payment is received, the reservation will be automatically removed and become open for bookings. Once confirmed, the rest of the monies must be paid in full before the service is due to take place on the agreed contract start date.
- c. Payment is to be made into the SSF bank account by bank transfer or Direct Debit payments for repeat services.

## 12. Cancellation Policy

- a. Cancellation periods vary depending on service. Please see below for individual service policies: -

Service	Cancellation Period
Dog adventures, Puppy visits	Less than 48 hours Between 48 – 72 hours More than 72 hours
Boarding	Less than 7 days Between 7 – 14 days More than 14 days More than 30 days

- b. A notice to cancel must be given as soon as possible, however this needs to be confirmed in writing, either via email or through SSF Facebook messenger.

## 13. Adverse Weather

- a. In the event of extreme weather conditions, services may be shortened or terminated if safety is deemed to be compromised in any way. This would include, but is not limited to extreme temperature, thunder and lightning, storms with torrential rain and/or strong winds, snow
- b. If safe for SSF to get to the clients house but is not deemed safe for full service to be carried out, for example extreme heat, SSF will let the dog(s) out and fulfil the agreed service time with enrichment activities.
- c. If snow is on the ground and SSF deems it dangerous and unsafe to move the van, services will be terminated on the day. If however SSF can get to you, services will be charged at normal rate and cancellation policy applies.

## 14. Communication Policy

- a. Correspondence can be through Text, email or through messenger on the SSF Facebook page.

The client may find it useful to follow SSF on social media for more information and/or daily updates

[www.facebook.com/TheSausagesitter](http://www.facebook.com/TheSausagesitter)

[www.instagram](http://www.instagram)

SSF will do everything they can to provide a professional and caring service. If you have any feedback or complaints please email them to [enquires@sausagesitter.co.uk](mailto:enquires@sausagesitter.co.uk)

- b. Any complaints must be emailed to SSF within 7 days of receipt of service.

#### 15. Acceptance of Terms and Conditions

- a. Using SSF services constitutes acceptance of these terms and conditions. These terms and conditions may change at any point. SSF will ensure that the latest version is available on the website.
- b. SSF reserve the right to alter pricing/service fees at any time.

#### **Dog adventures**

The commissioning of SSF to carry out dog walking assignments, whether verbally or in writing constitutes acceptance of our Terms and Conditions. See above for general terms and conditions and below for additional dog walking terms and conditions.

- 1. Unless the client expresses differently dog(s) will be off lead during adventures.
- 2. A dog may be walked in small groups. Groups are kept to a maximum of 6 dogs to ensure safety and control at all times.
- 3. Unless the client expresses otherwise, dogs will be transported to an area/location of SSF choosing, this will not impact on their walking time.
- 4. Unless there are exceptional circumstances, dog(s) will be exercised for at least 95% of their scheduled time. A small

percentage is taken off to wash and dry dog(s) where necessary.

5. SSF will do their best to ensure that dogs are washed and dried off to the best of their abilities.
6. The client must inform SSF if their dog has ever used a muzzle and why. This should be left available for SSF to use at their discretion.
7. In the event of adverse weather, adventures maybe suspended and replaced with toilet breaks and enrichment activities in the client's home.

### **Boarding**

The commissioning of SSF to carry out boarding assignments, whether verbally or in writing constitutes acceptance of our Terms and Conditions. See above for general terms and conditions and below for additional pet setting terms and conditions.

#### 1. Changes to return date

- a. SSF carefully schedules their time to serve the client as well as their other clients; therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- b. In the event that the client is delayed on return, the client must inform SSF immediately, who will try to make alternative arrangements or continued cover, this may incur a further charge.

#### 2. Keys

- a. To carry out the service, SSF must have a key. This key will be held by SSF and coded for security and kept securely.
- b. A spare key must be left with someone the client trusts. Contact details of this person must be provided to SSF.
- c. Details of anyone who has keys and if they are expected to visit during the contacted assignment, (family, cleaners,



builders etc.) must be giving as well as times of when the visit is likely to take place.

### 3. Insurance

- a. It is agreed that it is the client's responsibility to adequately insure the property, its contents and any pet with an insurance company of good repute, and that such shall continue for the duration of this agreement. The client must ensure that their household insurer has extended the policy to cover losses incurred while SSF is present. SSF will not accept liability for any damages to your property or pets.
- b. All locks, security and preventative measure are put in operation whenever the property is left unattended or overnight unless otherwise stated.

### 4. Dog Waste

- a. SSF will properly dispose of your dog(s) waste. Dog waste will be bagged and disposed of inline with current environmental guidance

### 5. Medication

- a. SSF will follow instructions to administer medications as directed but cannot be held liable for any complications that arise as a result.

### 5. Accompanying Visitors

- a. SSF may wish to have either a companion or spouse accompany them on an assignment at no additional cost to the client. This must be agreed with the client, and the companion/spouse will have been vetted by SSF and will be subject to all necessary checks.