

Surrey Pet Angels

Holiday Pet Care Terms & Conditions

- 1) Surrey Pet Angels agree to provide a high level of service in a respectful, reliable and trusting manner. The client will waive all and any claims, unless any form of gross negligence was committed on the part of Surrey Pet Angels.
- 2) Surrey Pet Angels cannot be held responsible for any cat or other pet that may cause damage to furniture, flooring, fittings, woodwork, decor, ornaments, walls or carpeting.
- 3) Surrey Pet Angels cannot be held responsible for any accidents to cats or other pets while unattended.
- 4) Surrey Pet Angels cannot be held responsible for cats or other pets that may bite, escape and suffer an accidental death because of faulty and or insecure doors, cages and fencing etc.
- 5) All clients must ensure that their cats, rabbits and other pets are vaccinated and up to date and must have an appointed veterinarian. The client agrees to reimburse Surrey Pet Angels for any vet care costs if the cat or small pet should become sick or injured.
- 6) Surrey Pet Angels will not accept aggressive pets. The client agrees to cover all costs in the event their pet should bite a person or any other animal.
- 7) Surrey Pet Angels will not be responsible for any keys posted through the letter box or left at a location requested by the client.
- 8) Surrey Pet Angels business hours are from 09.00am to 18.00pm Monday to Friday. Times may vary for weekends if the client is away and requires Holiday Pet Care.
- 9) Surrey Pet Angels will not be responsible for any pets left alone overnight while the client is away. The client is aware, understands and accepts that we do not offer a house sitting/overnight service. All small animals are left over night in the home of the client entirely at their own risk.
- 10) Surrey Pet Angels reserves the right to terminate a service with immediate effect due to inappropriate or uncomfortable situations, safety issues and financial issues.
- 11) All clients must inform their insurers where necessary, that Surrey Pet Angels will be visiting the property daily while you are away.
- 12) Emergencies: Clients must authorise Surrey Pet Angels to take their cat or other pet to the vet if necessary. Clients must ensure that Surrey Pet Angels has all emergency contact details and that a third party is in place (a neighbour is advisable) if Surrey Pet Angels is not

available to deal with certain circumstances. Costs may be incurred if Surrey Pet Angels is not able to contact the client or their third party and we have to use our own judgement in an emergency.

13) Surrey Pet Angels will accept as payment cash or cheques.

I hereby accept the above terms and conditions:

Signed:

Print Name:

Date: