

# PETS AT THEIR BEST

## TERMS AND CONDITIONS



**PHONE: 07598925368**

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# PROCEDURES FOR NEW CLIENTS

All new clients must arrange a meet-and-greet ample time before your required walking/group play session/boarding/holiday care dates. The meet-and-greet involves booking a free, 30-minute schedule appointment so that we can meet you and (more importantly!) your dog(s). This also allows us to answer any questions you may have and make sure we can meet your dog's requirements. If using boarding/holiday care in your own home, we will also need to arrange a second visit where we will visit your home address.

Once everyone is satisfied with the outcome of the meet-and-greet, we must book some trial sessions. This allows us to assess whether Pets At Their Best is a suitable fit for your dog, factoring in their health, welfare, safety and enjoyment. You can arrange any of these introductions by messaging Rachel on 07598 925368.

If you haven't already, you must also completely fill and sign both this Terms and Conditions form and the Registration form, while of course making sure that you are happy with all the information within them.

# DOG GROOMING TERMS AND CONDITIONS

We are pleased to be one-to-one groomers. Your dog will receive our full on one-to-one care and attention throughout their entire appointment. We pride ourselves on using no-force grooming methods and building a trusting relationship between ourselves and your dog. We cater for dogs with diverse needs and personalities such as: puppies who are full of energy one moment and asleep the next have places to nap, elderly dogs who have difficulties standing for long periods of time are given supportive harnesses for grooming, and timid or stressed dogs are given special care to make sure their experience is comfortable.

We would love to groom your dog whilst you're on holiday but please note we have a strict routine throughout the day and we ask that grooms are booked at the time your holiday is booked so we can schedule you an appointment, we understand that this is easily overseen but we will do our best to groom your dog while they stay with us. We highly recommend scheduling your groom once your holiday is confirmed so your groom is a certainty and any possible disappointment is avoided.

*Rachel has been working within the dog grooming industry since 2002. All staff at Pets At Their Best who will be involved in the grooming process are City & Guilds qualified or are working towards their qualification under Rachel's supervision and canine first-aid trained.*

## **We offer a professional one-to-one grooming service. Services include:**

- Full groom (see below)
- Midi groom (see below, highly recommended for curly breeds between full grooms)
- Bath and dry only
- Nail clipping only
- Ear cleaning only
- Tick removal only
- Emmi Pet Ultrasonic Teeth Cleaning
- For clients without transport, collection and drop off can be arranged

## **Services included in a full groom:**

- Assess coat condition; free coat of knots, tangles and matts; remove any dead undercoat
- Bathing with specially formulated shampoo for particular coat type
- A suitable conditioner for the dog's coat is also used after shampooing
- Hand drying (no cages or drying cabinets used)
- Clip and scissor trim to breed standard or owner's preference
- Ears and eyes cleaned and removal of excess hair if needed
- Anal glands expressed externally, if anal glands are required to be internally expressed we will refer you

to a vet (on request)

- Nails clipped
- Finishing brush with a spritz of coat conditioning leave-in spray

**Services included in a midi groom:**

- Assess coat condition; free coat of knots, tangles and matts; remove any dead undercoat
- Bathing with specially formulate shampoo for particular coat type
- A suitable conditioner for the dog’s coat is also used after shampooing
- Hand drying (no cages or drying cabinets used)
- Trimming hair around eyes, neaten paws and clipping their sanitary area
- Nails clipped
- Finishing brush with a spritz of coat conditioning leave-in spray

For first-time clients, please make sure that you have at least ten minutes of free time when you bring your dog to their appointment. This will give us ample time to fill in a small new-client card with you, assess the condition of your dog’s coat and to discuss your grooming preferences.

We ask all clients to leave their dog with us for the entirety of the groom and wait for us to contact you to let you know your dog is ready. We understand that this may be difficult for some owners but in order for us to build a trusting bond with your dog, give our full attention, and put them at ease throughout the grooming procedure, they need to be able to focus on us. To reinforce this and for the benefit of your dog, please leave your dog with us with confidence and without worrying them.

We also offer the following Spa Treatments:

- Blueberry Facials
- Marshmallow Facial
- Mud Spa Treatments

Please speak to Rachel to receive information and advice on the benefits of these treatments.

**Health and Medical Conditions**

Procedures within the grooming environment can be stressful for some dogs, especially for senior, young, overweight dogs or those with medical conditions. The process may expose unknown medical conditions or aggravate a current one during the groom. In the best interest of your pet, this agreement will give Pets At Their Best permission to seek emergency veterinary treatment if we deem it necessary for whatever reason. We will do our best to contact you first before taking your pet for treatment, however this may not always be feasible. Unless we are deemed to be negligent, all medical expenses are the responsibility of the owner. By agreeing to these terms and conditions, you are expressively acknowledging the following disclaimer: Elderly, infirm, overweight, young or any underlying health conditions that have gone unnoticed before your groom may solicit emergency veterinary

treatment/advice.

A full groom can take in excess of 3 hours for some breeds and is physically demanding and stressful for some animals. Whilst Pets At Their Best make every effort to provide additional support, we cannot guarantee your dog will be able to adequately support themselves for the duration of the groom which can result in serious health risks. There is also an increased risk of other injuries such as cuts and grazes. Pets At Their Best reserve the right to stop the grooming process at any time with payment in full being due on collection of your dog.

## **Vaccinations**

By using our services, you are confirming that your dog is up to date with their annual vaccinations against canine distemper, infectious canine hepatitis, leptospirosis, and canine Parvovirus. An unvaccinated dog may put itself and others at risk. Pets At Their Best takes no responsibility for any dog that may contract any of the aforementioned diseases. Pets At Their Best may ask for proof of vaccination and veterinary information which must be provided.

## **Fleas and Ticks**

Pets At Their Best is proud to be a tick/flea free environment. If your dog is known to have a parasitic infestation, we ask that your grooming appointment is rescheduled to a time when your pet is free from said infestation. We recommend that you contact your veterinary surgeon for the best recommended treatment. We also recommend treating your entire home and any vehicles used to transport your pet to prevent future infestations. If fleas are found on your dog, we will use a flea shampoo and be required to do additional cleaning and disinfectant of our premises and equipment and an additional £15 will be charged to your bill. If ticks are found, an additional £5 will be charged to remove them. We will not be held responsible for any infection caused by the tick or the removal.

## **Coat Condition**

Pets At Their Best practise humanity over vanity. If we are presented with a neglected coat and believe in our professional opinion it is kinder to remove the coat than it is to de-matt, this will be done in accordance with the Animal Welfare Act of 2006. Whilst we will make every effort to identify this as part of the pre-groom consultation and coat assessment, there may be occasions where the degree of matting cannot be fully identified until we commence the groom. In this event, we will make every effort to contact you first. If this is not possible, we will in our professional opinion, do what we believe is in the best interest of the welfare of your dog. Pets at their best keep up-to-date welfare logs of all dogs we see at our premises. We have a duty of care to inform you and any organisation we see fit of any concern we have for your dog's health and well-being. By agreeing to these terms and conditions, you are expressly agreeing to the following de-matting disclaimer:

### **De-matting Disclaimer**

Under the Animal Welfare Act of 2006, it is an offence to cause unnecessary suffering to an animal, this includes prolonged de-matting which is painful and detrimental to the welfare of the dog. If you bring in your dog with more than 15 minutes of de-matting work, we are required by the act to clip your dog short humanely or refer you to your vet to do the same. We will only attempt to de-matt 10% of any dog. Matting can be prevented by daily brushing with a slicker brush and comb, we are happy to explain the correct way to brush your dog and select a grooming program that will allow us to achieve the look you would like for your dog. This may involve more frequent visits to our salon and will certainly involve grooming at home.

When a dogs coat becomes matted, it causes discomfort as the matts pull tightly on the skin and underlying health conditions may not be visible. When a matted coat is clipped short, it may occasionally reveal sore, reddened and irritated skin, this is due to the fact that the skin has not been able to breathe and air circulation is not restored. Clipping a matted coat can take longer and cause additional wear and tear on our equipment so a further fee may be chargeable in addition to the normal groom price. The process of de-matting increases the risk of injury, including but not limited to cuts and grazes, skin irritations caused by the shortness of the clipper blades that will be used as well as possible haematomas.



In addition, you may see some behavioural changes such as head shaking, excessive scratching, itching and 'scooting', this is where the dog scrapes their bottom along the floor to relieve itching and irritations. Should you have any concerns, you should seek advice from your usual vet.

Additional charges may be incurred due to the wear on equipment, additional products used, as well as time and skill needed to remove matting.

### **Behavioural Charges**

At Pets At Their Best, we pride ourselves on using force-free grooming methods. A plan will be made with you before you leave your dog with us on how we intend to carry out our grooming procedures with your dog. We always carry out any plan with the utmost care. If your dog's behaviour results in any injury to themselves, any other dog or any person, you as the owner are fully responsible for any veterinary/medical bills incurred to any party.

Behavioural charges will be decided by Pets At Their Best depending on the severity of the behaviour and the time, skill, and equipment required to groom the dog. If your dog should bite, you agree to be responsible for all related medical bills, loss of earnings and equipment damage. We reserve the right to end the service if we believe your dog may become a danger to itself or to those within the salon. In the event any of these behaviours being present during the groom, the full fee will be incurred.

Please do make sure that your dog has been adequately exercised and had the opportunity to go to the toilet before attending your appointment. If it is obvious that this has not occurred, additional charges may be incurred.

### **Aggression/Boisterous Behaviour**

Owners have the obligation to inform Pets At Their Best of any known aggressive behaviour traits their dog may have toward other animals or humans. Specifically, the owner must inform Pets At Their Best if they have been advised by previous groomer(s) of any of the aforementioned behaviours.

### **Nervous/Anxious Dogs**

Although Pets At Their Best caters to dogs with nervous traits or anxiety, owners have the obligation to inform us of any such behaviours in order for us to do the best we can in catering to the needs of the dog to the best of our ability.

### **Claw Cutting**

All breeds of dog need their claws to be checked regularly and trimmed down if needed by means of claw cutting or filing. Dogs who have been left too long between appointments may experience the curling of claws which is extremely uncomfortable for them, in particular, dew claws may curl around and embed themselves into the paw pad. The longer your dog is left once claw trimming is due, the longer the 'quick' inside of the nail will grow. This greatly increases the chance of 'quickenings' of the nails when they are cut. We make every effort to ensure your dog's nails are cut as safely as possible. Also, accidents can happen if your dog is wriggling or moving around. If your dog does not accept the grooming process, it can be dangerous to continue with the claw clipping process. In the unfortunate event that your dog has experienced quickening of any nail you will be informed at pick up with the appropriate advice for at home care.

## **Time Keeping**

Pets At Their Best works to a strict time frame to ensure that your dog receives ample grooming time and one-to-one care. It is your responsibility to bring your dog to their appointment on time. If you arrive so late for your appointment that it does not leave us adequate time to complete the groom, you will have to reschedule your groom and the full fee will be incurred.

## **Pricing**

If you are a first time client, we can only quote the full pricing for your dog's groom on the initial meet and assessment of the coat condition. We can only determine a definite price after being able to assess your dog's capability to allow the grooming process on their first appointment with us. In some cases, we have to charge per hour for stressed, anxious or fear aggressive dogs, this time and skill is charged by the hour. We also provide these dogs with lots of breaks to make the grooming process easier for them; these breaks are not charged for, for example your dog may be with us for 3 hours but had 3 twenty-minute breaks, therefore you will be charged for two hours labour and product. All dogs have access to our fully secure garden for breaks with water readily available.

The majority of our clients are on a 2, 4, 6, 8, 10 or 12 week schedule depending on their dog's breed. When these appointments are kept, the usual price for the breed will be charged. If Pets At Their Best has not groomed your dog for a 6-month period or longer than you will be required to register as a new client and start the registration process again. This will include completing all forms and assessment of coat and character of your dog.

## **Additional charges may be incurred due to:**

- unkept/neglected coats due to missed appointments/dog has been longer than the recommended time frame between grooms
- fleas and/or ticks
- dogs that require additional handling for whatever reason
- overweight dogs or dogs that are oversized for their breed

## **Payment**

Full payment must be made upon collecting your dog via bank transfer or cash. If you pay using cash, you must present your payment in a sealed envelope with your name, your dog's name, the amount of cash enclosed, and the service name written clearly on the envelope.

## **Invoices**

Once an invoice is sent for any service provided by Pets at their Best we will send you a WhatsApp message to make you aware .

We then allow 48 hours for payment to be made or contact to be made with us to arrange a payment date.

Once an invoice is sent if no communication is received and the invoice is not paid within 48 hours a daily admin fee of £5 per day will be added until the full balance is settled.

## **General**

Pets At Their Best are unable to groom pregnant or in-season bitches. For dogs that have already been a

client for a minimum of one year, we may provide a sanitary clip only.

Pets at their best must be informed if your dog is able to jump fences and the height of the fence they are able to jump. If your dog is recognised as an escape artist or flight risk you must inform Pets At Their Best before any appointment can commence.

## **WALKING, GROUP PLAY SESSIONS, DOG BOARDING/HOLIDAY CARE TERMS & CONDITIONS**

Group Play is a wonderful safe place for your dog to socialise, have fun and learn dog behaviour in groups, we ensure to provide the best experience possible for your dog to live their best life in group play and dog boarding/holiday care. Everything within our power has gone into making our services the best experience around for your dog. Throughout all seasons we always provide daily exercise and mental stimulation suitable for indoor and outdoor activities and in all weathers, we will not fail to provide an enjoyable experience for your dog in a safe and comfortable environment. For all dogs, please provide them with a harness to wear during walks, group play sessions and during transport (to connect to our doggy seat belts).

### **Weather conditions**

In winter months and bad weather, we ask that you provide your dog with a suitable and properly fitting raincoat, we highly recommend the online store equa fleece who make made-to-measure weather-resistant bodysuits for your dog to enjoy sniffs and exercise in all weathers. Please be aware that these sometimes need to be ordered up to 8 weeks in advance. We will always do our best to clean your dog before returning them home although this further protection for them will greatly help for cleanliness and to keep your dog comfortable on walks etc. All dogs will be thoroughly dried and kept warm after a walk in bad weather conditions. In hot weather conditions, we are well equipped with fans and air conditioning units to assist us with keeping your dogs cool in hot weather. For all dogs, please provide them with a harness to wear during walks, group play sessions and during transport (to connect to our doggy seat belts). Also, if your dog is allowed to exercise off lead with us, this will allow us to take them safely to any walking destination.

### **Holiday Care Feeding**

We ask that if your dog has any food allergies or sensitivities that you give us written information so we can keep it on your dog's file; please add this to your dog's registration form.

When your dog is using holiday care services with us we ask you to provide your own meals, this is because a dog is accustomed to their regular meals and changing this may cause an upset tummy. We do not stock food, so please make sure your dog's food (kibble, meat, raw food, etc.) is available for the duration of your holiday. If the food that you provide runs out, we will go and purchase more and add the cost to your bill. We ask that you be sure to alert us to any allergies that your dog has before their trials and in your onboarding form. You must also inform us of any treats that your dog is not allowed as we carry and distribute these during the walks, group play sessions and during holiday care.

## **Attendance**

When enrolling your dog into walking/group play sessions with Pets At Their Best, we strongly recommend a minimum attendance of once per week. This keeps your dog within the pack and happy to socialise in the groups that are with them on any given day of the week. This also makes your dog more accepting and welcoming of new dogs. When it comes to holiday care this is the best way to ensure that your dog sees us as their second family and that they will feel comfortable and happy in our care.

## **Anxiety within dogs**

Dogs who are using holiday care services only or occasional walking/group play sessions that suffer from separation anxiety from their family will unfortunately be declined for further services once this behaviour is displayed. It is very unfair to expect any dog to happily settle with people who they only occasionally see. Building up a trusting relationship with your dog is paramount in order for us to provide our services to you and your dog.

## **Pick-ups and drop offs**

If you are home during pick-up times, please allow us to confidently and swiftly collect your dog as this lessens any hand over anxiety a dog may feel and sets them up ready for a fun adventure with us. The team are always happy to let you know that your dog has settled, and you will be sent videos and pictures in your dog's WhatsApp group. **Also, if you are home during collection or drop home times, please be aware that there may be other dogs waiting in the van meaning we must keep this time to a minimum. We understand that you may wish to discuss your dog's experience and in this case, to prevent leaving the other dogs unattended, we would be very happy to speak over the phone.**

## WALKING, GROUP PLAY SESSIONS, DOG BOARDING/HOLIDAY CARE DISCLAIMER

By signing this disclaimer you are agreeing to the following terms:

Pets At Their Best hereby agree that we shall act with integrity, responsibility and trustworthiness to clients, client's pets and client's property. The welfare of client's pets is paramount, and their safety and wellbeing shall not be made subordinate to any other consideration. In order to ensure we fulfil our obligations to you the client, we ask all new customers to take a few minutes to read and sign the terms and conditions below:

1. By enrolling my dog I confirm that I am the legal owner of the named dog and I assume all risks, dangers and responsibility for injuries to the named dog.
2. All dogs must pass a general behaviour assessment in order to attend walking, group play sessions, dog boarding/holiday care. No dog may be admitted that shows any signs of any type of aggression (dominant tendencies). I confirm my dog is friendly to other animals and humans and shows no aggression unless I have made you fully aware of it. Any dog demonstrating aggression or other behaviour deemed to be unacceptable by Pets At Their Best may be required to leave walking, group play sessions, dog boarding/holiday care services irrespective of the length of time the dog has been enrolled in at Pets At Their Best. This includes behaviours that may be deemed as "out of control in a public place" or "aggravating to the general public". Pets At Their Best will always do our utmost to install basic training and general manners in all dogs in our care. We appreciate you providing us with information of basic commands which you install at home, we are happy to contribute and help with this whilst dogs are in our care although training and basic manners are expected to be installed at home first.
3. My dog is fit and healthy to take part in any activities whilst at Pets At Their Best and is capable of play and exercise with other dogs unless I have made you aware using the Pets At Their Best registration form.
4. My dog is healthy and will have vaccinations and regular treatment for worms, ticks and fleas at all times that Pets At Their Best provides care for said dog. I will provide Pets at Their Best with an up-to-date copy of my dog's vaccination record annually or, alternatively, evidence of Titer test. I am not enrolling any dog in Pets At Their Best that has any condition that could potentially jeopardise the health of other dogs or people and has not had any potentially communicable condition within 14 days prior to enrolment. I also understand that even if my dog is vaccinated for Kennel Cough there is a chance that Kennel Cough can still be contracted. I agree that I will NOT hold Pets At Their Best responsible if my dog contracts Kennel Cough or picks up fleas or ticks.
5. I am responsible for ensuring the efficiency of any treatment that I give to my dogs for worms, fleas and ticks. In addition, I agree to check my dog regularly for ticks and fleas and to inform Pets At Their Best of any parasitic infection. In the event of any fleas or ticks being present, I understand my dog will not be able to attend walking, group play sessions, dog boarding/holiday care until they are free of any parasitic infections.
6. My dog will wear a suitable collar with an identity tag at all times and has been microchipped.

7. Female dogs who come into season will not be able to attend Pets At Their Best for the duration of their season (a full month). This will avoid any possible unwanted pregnancies and upset that your dog may experience
8. Male dogs that are not neutered will not be accepted into walking, group play sessions, dog boarding/holiday care if they show any signs of dominant behaviour towards other dogs or pester any other dog due to their 'entire' status. Male puppies who use our services will be monitored closely as they reach adolescence, and the timing of neutering will be agreed between the client and Pets at Their Best should the client want the dog to continue to participate in any service provided by Pets at Their Best. Pets At Their Best reserve the right to exclude male puppies and adolescent dogs from all services if their entire status affects the behaviour and temperament of other dogs in our care.
9. Pets At Their Best are fully insured; our insurance will cover a client's fees if Pets At Their Best are found to be at fault. For example, if you give permission for Pets At Their Best to exercise your dog off lead then our insurance will not cover an injury which has happened due to off lead exercise with us. You will be liable for the veterinary bill if in the event your dog is responsible for inflicting any injury or distress on another dog or him/her self.
10. My dog has not been suffering from any infectious or contagious diseases/illnesses or been exposed to such a disease/illness during the 14 days prior to attending Pets At Their Best.
11. My dog is able to share all areas within our care and attend group walks/play.
12. My dog is able to be let off the lead on walks away from Pets At Their Best premises unless the owner has requested otherwise using the Pets At Their Best registration form.
13. If my dog cannot be let off the lead, I agree that my dog is fully lead trained avoiding injury to my dog or any person caring for my dog unless I am only using group play sessions where my dog will be exercised in a secure playground.
14. My dog is able to travel within Pets At Their Best's purpose-built transport with a dog from another household providing they have been introduced prior to travelling and that Pets At Their Best are confident that both dogs are safe to travel together.
15. We reserve the right to act in the best interests of the dog at all times. This includes seeking veterinary advice if they become ill. We will contact you immediately should your dog become ill. If you cannot be contacted within a reasonable time, we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. We will do everything needed for the dog in regard to treatment, comfort and recovery.

16. We reserve the right to refuse admittance to any dog or to dismiss any dog that does not meet the health, temperament or other standards outlined in this document. The determination shall be made at the sole discretion of Pets At Their Best. I give my permission for a key to be maintained by Pets At Their Best if necessary and give permission for access to my home to allow Pets at Their Best to care for my dog. An emergency number will be provided for anything concerning my dog or my property (I.e, a fire, flood, etc), your provided emergency contact needs to be someone who will be available to collect and care for your dog until you are able to.

17. If my dog causes considerable damage to any of Pets At Their Best's property or belongings, I agree to pay in full for works to be carried out to fix or replace property or any item(s).

18. If my dog is able to jump over fencing, I agree to declare to Pets At Their Best in writing before any service is provided how high a fence which my dog is able to jump over using the Pets At Their Best registration form.

19. If my dog is able to open doors/windows or can be classed as an escape artist or flight risk I agree to inform Pets At Their Best in full in writing using the Pets At Their Best registration form before any service is provided for my dog.

20. Pets At Their Best is more than happy to administer any medication which has been prescribed for you dog, please provide in writing which medications need to be administered and instructions for usage using the Pets At Their Best registration form. Please inform us of the reason for medications being used and any possible side effects which we need to look out for. Additional charges may be added if a long, complicated or difficult process is needed. Please discuss this with us at time of booking or whenever possible. Generally, we are able to administer tablets or eye drops once or twice per day with no fee.

21. At Pets at Their Best we understand accidents can happen, especially in young puppies and more senior dogs. We ask that if you are aware with any toileting issue your dog may face that you can communicate that prior to them using any of our services so we can accommodate that to ensure their time with us is comfortable. Should your dog soil any soft furnishings, we are happy to provide cleaning services and a laundry bill will be added to your final invoice.



## OUR CANCELLATION POLICY

Pets at Their Best is small operation and honouring pre booked appointments is a vital part of the running of the business.

We ask that should your service requirement change we are given 28 days' notice to cancel dog boarding/holiday care as this will give us adequate time to adjust our schedule and offer these services to another regular user.

Further detail of our cancellation policy can be found in our registration form, please take the time to read this.

Frequent cancellations will result in Pets at their Best removing your access to being a boarding/holiday care user.

HOWEVER WE DO UNDERSTAND THAT SOMETIMES THINGS CAN HAPPEN OUT OF YOUR CONTROL AND WILL CONSIDER ALL CIRCUMSTANCES AT THE TIME.

Your access to use of boarding/holiday care with Pets at their Best is subject to these terms and conditions.

By using our services you are deemed to have agreed to the terms and conditions and disclaimers contained in this document.

We will provide a safe place for your dog whilst you are at work or busy for any period of time.

You must be 18 years old to register an account with us.

Your dog must be at least 12 weeks old and fully vaccinated to register an account with us.

Dogs under the dangerous dogs act 1991 are not permitted to register an account with us.

You must be the legal owner of the dog to register an account with us.

After registering an account with us your dog will be covered under our accident and third party liability insurance.

After creating an account with us we will create a private WhatsApp group for your dog for all communications relating to your dog's care whilst using our services.

You as a dog owner will always provide accurate and up to date information about yourself and your dog , that your dog is safe and in good health to be cared for by us.

### **Acceptance**

You as a dog owner will accept by using our services you are agreeing to us providing care to the best of our ability for your dog, if you are not happy with our services you will cease to use them immediately.

You agree that use of any information or material in any manner that infringes any copyright, trademark, patent or other proprietary set out by Pets at their Best is prohibited.

You will not impersonate any person or entity for the purpose of misleading others.

You will not violate any applicable laws or regulations and you will not use our services in a manner that could damage, disable, over burden or impair us or interfere with any other parties use and enjoyment of our services.

You will not post, publish, distribute or disseminate material or information that you do not have the right to transmit under any law or under contractual or fiduciary relationships such as inside information or confidential information disclosed in the course of using our services, employment or confidentiality in verbal or written agreement.

You will not make any financial gains from using our pet services.

You may terminate your account with us at any time by withdrawing your consent for us to care for your dog.

In accessing our services you agree that you will access content and use our services solely for your personal and none commercial use.

### **Indemnity:**

To the maximum extent permitted by applicable law you agree to indemnify, defend and hold harmless Pets at their Best, its owners, officers, directors, employees, agents and third parties, for any claims, causes of action, debts, losses, costs, liabilities and expenses including legal fees relating or arising directly or indirectly out of ;

\*your use or inability to use our services

\*any content transmitted by you anywhere

\*your violation of any terms and conditions or your violation of any rights of a third party or : your violation of any applicable laws, rules or regulations when using Pets at their Best

We only allow use of our services boarding/holiday care for domestic and private use.

You may only use our boarding/holiday care services if you are a regular user of one of our other services: Dog walking, group play, dog grooming, teeth cleaning services.

We shall have no liability to you for any loss incurred by registering an account with us.

You agree to not use Pets at their Best boarding/holiday care for any commercial, business or re sale purposes. We shall have no liability to you for any loss of profits, loss of business, business interruptions, or loss of business opportunity.

Nothing in these terms and conditions shall be construed so as to exclude or limit the liability of Pets at their Best (i) personal injury as a result of our negligence or (ii) fraud or fraudulent misrepresentations by Pets at their Best (iii) any other liability which cannot be excluded or limited by law.

Nothing in these terms and conditions shall affect your statutory rights as a consumer.

### **General:**

Severance. If any provision or part provision of these Terms and Conditions should be determined to be invalid, illegal or unenforceable for any reason by any court of competent jurisdiction then such provision or part provision shall be severed and the remaining provisions and part provisions shall survive and remain in full force and effect and continue to be binding and enforceable.

No Assignment. We may transfer our rights and obligations under these Terms and Conditions to another organisation, but this will not affect your rights or our obligations under these Terms and Conditions. You may only transfer your rights or obligations under these Terms and Conditions to another person if we agree in writing.

Waiver. If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

Online Dispute Resolution. If you are not happy with how we have handled any complaint, you may submit a dispute for online resolution to the European Commission Online Dispute Resolution platform. You can find this platform and more information about it here: <http://ec.europa.eu/consumers/odr/>.

### **Pets at their Best Accident and Third Party Liability Insurance:**

Pets at their Best insurance is renewed annually and provided by a company who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Please note the terms and conditions of the insurance are subject to change.

By creating an account with us you do not need to take any additional steps to receive the benefit of this insurance.

### **Eligibility**

The Accident and Third Party Liability Insurance covers persons who are:

Residents of Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland are insured if an incident occurs while taking care of a dog whilst using our services.

### **Coverage**

There are two parts to the insurance cover provided: Accident and Third Party Liability.

#### **Accident**

Any accident that could occur where Pets at their Best is at fault any emergency vet's fees for a dog's injury or illness whilst in our care, custody and control will be covered.  
Any accident during transit will be covered.

The dog must be at least 12 weeks old to be covered for medical expenses.

If your dog causes injury to another dog or person, yourselves as the owner will be expected to cover costs.

#### **Third Party Liability**

The Third-Party Liability insurance cover provided is up to £1,000,000 per incident if your dog causes damage or injury to another person, their property, or pets while under the control of the Pets at their Best, provided that Pets at their Best has been negligent.

The insurance covers the above-described incidents which occur in either:

Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland.

Note: we still recommend that Owners take out their own pet insurance for damage to their own dog and veterinary expenses which result from accident or illness occurring when the dog is not in the care of Pets at their Best

### **Exclusions**

The following are excluded from coverage under this insurance:

Fines, compensation and penalties connected with or resulting from a criminal court prosecution.  
Businesses or working dogs. However, dogs which are taken to work, provided they are not being used for work ie Assistance dogs (hearing dogs for the deaf or guide dogs for the blind) would also be covered by this insurance.

Damage or injury caused by any pets other than the dog described on the Owner's account

Medical expenses for any pet other than the dog described on the Owner's account

Damage or injury caused by the Owner's dog when it is not under the control of the Pets at their Best

Any dog which should be registered under the Dangerous Dogs Act 1991 (Northern Ireland\_ order 1991) or

any subsequent amendments

Any dog less than 12 weeks of age.

Our insurer will require details of any other coverage when determining the value of a claim.

There is an excess of £150 per claim in respect of third party property damage.

## GDPR STATEMENT

In order for us to provide the requested services, we are required to obtain and store a limited amount of your personal information. Such information will be stored in accordance with the relevant legislation, will never be shared with any third parties or organisations, and will only be used for the purposes of providing the requested or related services. You have the right to request and review any of your personal information. Please make any requests to 07598925368.

If you do NOT wish for any photographs of your dog to be shared on our business website or business social media platforms, please tick here:

I do NOT want photographs of my dog to be published.

## CONSENT

Dog's name:.....

Owner's name: .....

*Please tick:*

I have read and agree to all the information displayed within this document.

Owner's signature:.....