

Terms and Conditions

Behavioural:

Owners are to make full disclosure of any quality or characteristic problems which might make their pet not suitable for Drop-in Visits, walking, and House Sitting. Including behavioural or health problems, including aggression. Failure to do so, the owner is to disclose any matter which might render the owner's pet unsuitable for Drop-in Visits, Walking, and House Sitting will be deemed a material omission amounting to a fundamental breach of our agreement.

The Client agrees to notify Nicol's Cat & Dog Sitting Services immediately of any unwelcome, aggressive or dangerous behaviour to other animals or humans. Failing to do so, your pet will not sign into Nicol's care. Any pet that shows aggressive or dangerous behaviour to me (Nicol) or other dogs will no longer be cared for by the business Nicol's Cat & Dog Sitting Services.

Booking, payment and cancellation policy:

Once a booking has been made, Nicol requires payment to be made before the day of the service. Failure to do so may result in cancellation of the booking and refusal of future services.

Late Payment of Commercial Debts Act 1988, amended 1998 & 2002, we would like to remind customers that payments are due before the day of the appointment. We, as a company, reserve the right to impose a £2.50 initial late payment fee if payment is more than 3 (three) days overdue. Then a 50p charge on a daily basis from the 4th (fourth) day until payment is received in full. **Too many late payments will result in the termination of the contract.**

Cancellation Policy:

To ensure smooth operation with running Nicol's Cat and Dog Sitting Service, I ask that all clients give me as much notice when it comes to cancellations so that I can offer bookings to other clients.

Cats and Dogs Drop-in Visits:

If you wish to cancel any Drop-In Visits. Nicol requires 3 days' notice to receive your deposit back. If you wish to cancel after your 3-day cancellation period, you will only receive 50% of your payment back.

Dog Walking:

If you wish to cancel your dog walking sessions. Nicol requires 1 day's notice. Nicol will give you the next available walking slot. Cancelling too many times on late notice will lead to the termination of the contract.

House Sitting:

Nicol requires a minimum of 7 days' notice to cancel. If you wish to cancel, you will have 7 days before your booking if you wish to cancel and the client will receive a full refund. If the client wishes to cancel after your 7-day cancellation period, the client will only receive 50% of their payment back.

Health:

Owners are responsible and will ensure that their cat or dog is up-to-date with their vaccinations, flea and tick treatments and de-wormer treatments.

The Client agrees to take any necessary measures or precautions to ensure that their cat or dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Nicol Cat & Dog Sitting Services immediately of any infectious and/or contagious diseases or conditions their cat or dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Hepatitis, Kennel Cough (Bordetella), Parvovirus, Coronavirus, Worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases, Lintesimal Parasites or undergoing Chemotherapy. Nicol's Cat & Dog Sitting Services reserves the right to refuse admission until satisfied that the condition is resolved.

Nicol will make every effort to contact the owner in the event of an emergency. We recommend owners provide us with a contact number of a trusted third party should we be unable to make contact. In the event of an emergency, when the owner is unreachable. Nicol has the right to transport your pet to the vet or emergency out of hours and to request on-site treatment from a vet. The Owner will be responsible for payment of any veterinary fees incurred by Nicol's Cat & Dog Sitting Services.

Nicol's Cat & Dog Sitting Services are fully trained in pet first aid & CPR. A pet first aid kit is always on hand of any instance where an injury occurs. For more serious injuries where medical attention is needed, the pet will be taken to the nearest vet, and the owner will be contacted immediately.

Security:

Nicol will keep all keys, codes and personal information confidential. Once the Nicol has completed her duties, she will discuss with the Owners where they would like the keys to be returned to their property. The client will take all responsibility for the location where the keys will be returned, in case the keys go missing or are stolen.

Weather Conditions:

Nicol's Cat & Dog Sitting Services monitor weather conditions. If temperatures are too high or too low for walks to continue, the client will be given as much notice as possible, and alternative options will be given.

During high temperatures, if the heat is not too high, walking may be offered at an earlier or later slot. Water is available for the dog at all times. All walks will be near water and remain in the shade where possible.

During low temperatures, if the owner has a coat or fleece for their dog. Please can this be on hand for Nicol when going out in the colder months.

During wet & Muddy conditions, Nicol's Cat & Dog Sitting Services will try to keep the dogs as clean and dry as possible. However, some dog walking routes may not make this possible. Dogs will always be towel dried and even hosed down, where possible, and if time is available. If your dog does not like to be walked in the rain, it is up to the owner to cancel or change your dog walk with enough notice, or accept any charges that may be applied if not enough notice is given.

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- 🐾 The Client agrees that Nicol's Cat & Dog Sitting Services is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
- 🐾 The Client agrees that, by signing the key holder waiver form, this will indemnify Nicol's Cat & Dog Sitting Services in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
- 🐾 The Client accepts full liability for any loss or damage caused by their dog while being walked. The owner is financially responsible for any loss or damage to property whilst Nicol is pet sitting. Nicol's Cat & Dog Sitting Services is not held accountable for vet fees or third-party claims whilst your pet is in our care.
- 🐾 Nicol requests that all owners supply suitable collars and/or harnesses and leads for the Dogs and any coats or accessories if required for the walk. Under the control of the Dogs Order 1992 states that a dog must wear a collar and an identity tag in a public place. The identity tag must show the name and address of the owner. In the absence of an identity tag, Nicol's Cat & Dog Sitting Services will attach an identity tag to your dog for the duration of the walk.
- 🐾 Flexibility is required: Although Nicol always tries and stay as close to your chosen time slot as possible, we request that you allow approximately 30 minutes before/after your booked time slot for Nicol to attend. Whilst Nicol makes every effort to arrive at the time given, depending on road conditions and unforeseen circumstances, Nicol may not always be able to arrive on time. In adverse weather conditions, please understand that Nicol may be slightly delayed.