

# Armadillo Pets

## Small Pet Boarding Service Agreement



This signed document is an agreement between Armadillo Pets (Pet Service Provider) and ..... (Client). These conditions and the booking form constitute the entire agreement between the client and the pet service provider, and supersede any previous agreement between them.

1. I authorise the pet service provider to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by the pet service provided when needed.
2. The pet service provider reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. The pet service provider agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, the client expressly waives and relinquishes any or all claims against the pet service provider, it's employees or assigns, except for those arising for proven negligence of the pet sitter.
4. Customers will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless the pet service provider in the event of a claim by any person injured by the pet.
5. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
6. I authorise the pet service provider to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise the pet service provider to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse the pet service provider for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
7. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.

I authorise this contract to be valid approval for all future services so as to permit the pet service provider to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation.

I have completed and signed required veterinary release forms.

I have read and agree to the aforementioned Policies and Procedures, which are part of this agreement. I am aware that I shall keep a signed copy for my records.

Signed .....  
(Client)

Date .....

Signed .....  
(Pet Service Provider)

Date .....

# Armadillo Pets

## Policies and Procedures



### 1. Booking

- 1.1 All services are charged at day rates, not overnight rates.
- 1.2 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.3 All bookings must be made at least 24 hours before arrival date.

### 2. Cancellations

- 2.1 In the event of cancellations that are notified to us 48 hours prior to the start of the booking period, all fees including the deposit, will be refunded, or held over for subsequent bookings.
- 2.2 The deposit will not be refunded for any bookings that are cancelled between 48 hours and the date of arrival.
- 2.3 If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours notice. If no alternative is available, all moneys will be refunded to the client.

### 3. Aggressive Animals

- 3.1 The pet service provider will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc.) if the client's pet(s) should bite another of their pets, if they agree to their pets being housed together in form BF-SPB1.

### 4. Unforeseen Purchases

- 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter or other necessary items that contribute to the health and wellbeing of your pet, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

### 5. Updates

- 5.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

### 6. Privacy Policy

- 6.1 All of your information will be kept private and confidential.
- 6.2 Your pet service provider highly respects our clients' entrusting us with the care of their pets.
- 6.3 All of our records will be stored in compliance with the Data Protection Act 1998.

### 7. Insurance

- 7.1 All reasonable care is taken to ensure the integrity and suitability of the care provided.
- 7.2 The pet service provider has valid public liability insurance, for the peace of mind of its clients.
- 7.3 The insurance only covers the sitter when working for the pet service provider, for the duration of the selected service, and only for services arranged with the pet service provider.
- 7.4 We recommend that you purchase your own separate pet insurance.

### 8. Medication/Vaccinations/Immunisations

- 8.1 The pet service provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 8.2 Under no circumstances will the pet service provider board any pet that has any form of active contagious illness.
- 8.3 Where relevant, we require a copy of a valid vaccination certificate.
- 8.4 If the pet service provider is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

### 9. Changes to return date

- 9.1 The pet service provider carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- 9.2 In the event that the client is delayed on return, they must inform the pet service provider immediately, and the pet service provider will use its best endeavours to make alternative arrangements for continued cover, even when the original sitter is unable to continue with care following the assignment end date.

### 10. Payment

- 10.1 The pet service provider accepts cash/cheque/debit card/paypal/BACS.
- 10.2A 50% deposit of the total sum due is payable to the pet service provider at the time of booking.
- 10.3 The remaining balance is due before or on the first day of service on arrival of the pet.

10.4 Where services are required long term, the client may make payment on a monthly basis.

10.5 Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

10.6 If an amount remains outstanding after 28 days of it being due, Armadillo Pets reserves the right to:

10.6.1 Charge interest on the remaining amount at the statutory rate of 8% per annum.

10.6.2 Initiate any recovery actions deemed necessary, and charge all reasonable costs incurred in recovery to the client.

**11. Liability**

11.1 The pet service provider shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the pet service provider's reasonable control.

I, \_\_\_\_\_ have read, understood and agree to the policies and guidelines of the pet provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the pet service provider.

Signed ..... Date .....

(Client)