

Traveller's Tails – Terms & Conditions

1. General

1.1.

The commissioning of Traveller's Tails by the Client to carry out Pet Sitting or Pet Service assignments, whether verbally or in writing constitutes acceptance of these Terms of Business.

1.2.

Traveller's Tails undertakes to treat all data about Clients and prospective Clients, as strictly confidential, unless all parties agree otherwise.

2. Our Agreement

2.1.

Traveller's Tails agrees to supply Pet Sitting or Pet Services in accordance with a brief provided by the Client during an initial Home visit, which may include the care of pets and other animals owned by the Client; and the maintenance of house and plants all within reasonable limits.

2.2.

A reservation, whether written or verbal, constitutes a binding agreement, and as such, all cancellations incur a £25 fee. This fee will be fully refunded on any future booking. This fee covers all administration costs.

2.3.

Traveller's Tails reserve the right to cancel, without notice, any given assignment in full: either verbally, electronically or in writing. Traveller's Tails accepts no liability for losses incurred as a result of this.

3. Payment

3.1.

The Client agrees to settle the Traveller's Tails invoice for such services within 7 days of completion of the assignment, unless the assignment was booked at short notice and is infrequent; in such cases, the Client agrees to settle the Traveller's Tails invoice upon completion of the assignment.

3.2.

In respect to long-term or on-going assignments, invoicing of fees can be set up on a weekly or monthly basis as agreed with the Client.

3.3.

If payment is not received in accordance with these Terms of Business, Traveller's Tails will not be obliged to honour any previously agreed arrangements and will seek to gain payment by legal means.

3.4.

Refunds will only be considered for a Client's early return due to extraordinary mitigating circumstances.

4. Insurance

4.1.

Every reasonable measure is taken to ensure the integrity, probity, suitability and competence of the caregiver. Traveller's Tails, to ensure its Client's peace of mind, covers its Employees with Public Liability Insurance.

4.2.

Traveller's Tails insurance cover only operates when the caregiver is working on an assignment from Traveller's Tails and for the duration and times of the selected service.

4.3.

It is agreed that it is the Client's responsibility to adequately insure the property and its contents and any pets with an insurance company of good repute, and that such insurance shall continue for the duration of this agreement. Please note that Traveller's Tails Pet Services will accept no liability for any damage caused by your pet or pets.

5. Miscellaneous

5.1.

Where exceptional work or non standard skills and experience are involved e.g. farm animals, aviaries and indoor plant collections, charges will be made according to the level of skill required. Approximate guides will be provided by telephone and detailed quotations.

5.2.

The Client is responsible for ensuring that neither the house and its environment, nor the work expected of your caregiver, present any avoidable or unusual risks recognised by the Health and Safety Executive.

5.3.

In the rare event of your pet becoming unwell in your absence, we will ensure veterinary attention is sought when necessary, and from the animals usual veterinary surgeon if possible. You will be responsible for any veterinary bills.

5.4.

A caregiver may wish to have the companionship of their partner / spouse during an assignment. This incurs the Client no additional expense. The companion / spouse will have passed the Traveller's Tails vetting programme and is also fully covered by the Traveller's Tails insurance.

5.5.

Traveller's Tails will only use equipment and facilities that have been agreed upon during this initial visit, although all food and associated consumables are to be provided by the owner, unless otherwise agreed.

5.6.

No person will be allowed into your home unless otherwise agreed.