



Your home, your pets, safe in our hands.

Terms and Conditions

Animal and Home Care (**ahc**) is a company that provides a service tailored to you and/or your animals needs. We are flexible, experienced and determined to provide an excellent service to our customers.

To provide the service we believe you deserve, and to protect our sitters we have set out some reasonable terms and conditions.

1. The **ahc** company director will visit all new potential customers before any contract is entered into.
2. All relevant information about **ahc** will be shared with the client at the initial contact meeting.
3. All relevant information about the client, any pets owned and all services required will be discussed and recorded at the initial contact meeting. All existing **ahc** clients may make bookings without further meetings, provided personal or pet details have not changed. Supplementary services such as cleaning, ironing, appointment sitting, security checks and shopping are available if required.
4. All relevant information to cope with any emergency either within the home or with any animal, including key holders to contact, relatives to inform, vets and any other relevant details will be noted at the initial meeting.
5. Once a booking for a sitting or other service is agreed, a non-returnable deposit of 50% of the total cost is payable 2 months prior to the start date. If the booking is within the 2-month period then the 50% deposit will be paid immediately. This also applies to all subsequent bookings.
6. Any animal(s) transported in an **ahc** vehicle will be secured within a locked transit cage, which has been designed for easy escape in case of a collision. This is for the protection of the animal(s) and **ahc** personnel. There will be no signage on vehicles whilst at your premises.
7. Prices for all services are based on a weekly rate. If a proportion of a week is required a special quote will be provided. Daily rates or proportions of a week will be set higher than a 7th of a week. It is possible to book exclusive use of a sitter for an extra payment of £15 per day in addition to the stated weekly price. Exclusive means, no more than a 2 hour break away from the premises during the day and 2 hours in the evening. Bank holidays will have a premium payment of £20 per bank holiday in addition to the weekly or exclusive rate.
8. It is asked that food provisions be provided for the sitter. If this is not convenient a surcharge of £6 per day will be levied for food. Travelling expenses covering the start and end of the animal sit will be added to the invoice.
9. In the event of a client's vet being unavailable to administer emergency treatment to the client's animal(s) in **ahc's** charge, **ahc** will take care of the emergency in the most cost effective way possible using an alternative veterinary service.
10. All household emergencies will be dealt with using the client's preferred tradesmen. If none have been nominated **ahc** will deal with any problem in the most efficient way. A key holder or person(s) elected by the client to be notified in the event of an emergency will be contacted before any decisions are made if possible.

I have read and agree to the above terms and conditions

Signature: Date: