Al’s Creatures Great and Small – The Small Print

1. **General**

* An in-home consultation is required, prior to booking, for all new clients
* All bookings must be made at least 24 hours before the service start date
* Al’s Creatures will provide a time interval during which the service will be provided. This time interval may be varied if unforeseen circumstances arise
* Client information will never be used for any purpose other than caring for your pet(s)
* You will be asked to provide a house key at the time of your consultation. This key will be coded for security and will be kept in a secured lock system
* Please inform Al’s Creatures of any changes to your contact details, your animal’s care needs, your emergency contact or any other relevant information
* Al’s Creatures has public liability insurance but it is the client’s responsibility to ensure that the property, contents and animals are adequately insured throughout the period of the service
* The client will be responsible for any medical expenses and damages resulting from an injury to the walker/sitter/equine groom or any other persons by the animal. The client agrees to indemnify and release Al’s Creatures from liability in the event of a claim by any person injured by the animal

1. **Payment and cancellations**

* With the exception of dog walking, a 50% non-refundable deposit of the total sum due will be payable at the time of booking. The balance will be payable on completion
* A booking is not secured until a deposit is received
* For dog walking, payment is required weekly in advance
* Where payment is not received in accordance with these terms and conditions, Al’s Creatures reserves the right not to proceed with any bookings and a cancellation fee will be payable
* Payment may be made by cash, cheque (payable to A Coughlan) or direct bank transfer
* Returned cheques will incur a fee of £15.00
* Where services are required long term, the client may make payment on a monthly basis
* Al’s Creatures carefully schedules time to best serve all clients, so no refunds or credits can be made for early returns or last minute changes to pet care
* If a client’s return home is delayed, they must inform Al’s Creatures immediately so that further arrangements can be made; this will incur a further charge
* In the event of a cancellation being made less than four weeks prior to the start of the service, the full balance payment will be required

1. **Emergencies**

* The client must provide an emergency contact name and number of someone capable of making a decision relating to the animal(s) in an emergency. If the emergency contact is unavailable Al’s Creatures reserves the right to consult with a veterinary surgeon and make a decision in the best interest of the animal
* In the unlikely event that a client’s animal passes away during the period of the service, the client will be contacted immediately and their wishes will be followed. Al’s Creatures accept no liability if these circumstances occur
* In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work
* Details of water/electricity shut off points must be provided at the point of booking

1. **Animal health**

* If the health of the animal changes between the booking and the time of the service, Al’s Creatures must be informed. An animal with an infectious disease cannot be accepted
* For dog walking, a valid vaccination certificate must be provided and flea/worm treatments must be up to date
* Suitable precautions should be taken to prevent flystrike in rabbits and guinea pigs as no responsibility will be taken for any death resulting from this condition. A vet’s advice should be sought
* Al’s Creatures will be happy to administer medications as directed but cannot be held responsible for any complications that arise as a result

1. **Dog walking**

* All dogs to be walked must be microchipped as required by law and the contact details must be kept up to date
* Aggressive dogs will not be accepted and the client must inform Al’s Creatures if the dog has shown any aggression previously
* Untrained or unruly dogs cannot be accepted
* If a client’s dog shows any aggressive tendencies towards Al’s Creatures, or if its behaviour becomes unacceptable or a nuisance, the service will be terminated with immediate effect and the pet will be returned to the collection point
* Bitches in season will not be walked but can be exercised/toileted in your secure garden.
* The client agrees to accept responsibility for all costs (including but not limited to medical care, legal fees, etc.) if the client’s pet(s) should bite another animal
* Dogs will be walked on a lead at all times
* A maximum of 4 dogs will be walked at any time
* It is the client’s responsibility to ensure that all leads, collars and harnesses are in good condition and correctly fitted with ID tags attached. No responsibility will be accepted for accidents due to these items being badly fitted or faulty
* In the event of extreme weather conditions, Al’s Creatures will try to carry out your instructions but alternative arrangements may need to be made. Al’s Creatures will contact you in these circumstances
* Two weeks’ notice must be given by any client wishing to terminate the dog walking service or full payment will be required for the period booked

1. **Daily visits/cat sitting/small animal sitting**

* Please ensure that enough supplies (pet food, litter, cleaning supplies or other necessary items) are left for the period you will be away. If additional supplies have to be purchased, Al’s Creatures will retain the receipt and the client is responsible for reimbursement on their return
* Al’s Creatures is not responsible for carpet/flooring stains created by your pet(s)
* Al’s Creatures will not be liable for any injury, disappearance or death of a pet with access to the outdoors e.g. via a cat flap
* Al’s Creatures will not be liable for any animal that escapes due to the client’s failure to provide a secure environment for the pet(s), or for any other person (friends/relatives/workmen) who may make the house or garden insecure
* The client must inform Al’s Creatures of any other person who may have access to the house during the same time period as the service is being provided, along with the times they may be present and their contact details
* The client should inform any other person having access to the property of the service being provided by Al’s Creatures

1. **Equine service**

* The client will need to supply all equipment (including but not limited to forks, shovels, wheelbarrows, brushes) and all consumables (feed, bedding etc.)
* The client is responsible for ensuring that all fencing, gates and stables are secure and that all rugs fit correctly
* If the horse is kept on a shared yard, the yard owner must have given permission for Al’s Creatures to be present and working on the yard
* The client should inform Al’s Creatures of any behavioural issues with the horse(s), such as biting, kicking or a particular fear
* If the horse requires any specific treatment for illness/injury, this must be disclosed at the point of booking