



Terms and Conditions – General

June 2010

1. All clients will be required to have accepted ACBS terms and conditions (as laid out here).
2. ACBS will not confirm any booking until a consultation has been carried out with the client and the contract with full details of client requirements has been signed.
3. You will be invoiced on a weekly basis. Payment due within 7 days.
4. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of ACBS, these will be purchased and added to the bill at cost.
5. If it is necessary for keys to be picked up or dropped off in order to complete an assignment, charges will be applied for each trip.
6. The client must provide ACBS with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available ACBS reserves the right to consult with their veterinary surgeon (Henly House Uckfield) and then make a decision which is in the best interests of the animal.
7. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of ACBS
8. ACBS must be alerted to any behavioral problems with their pets at the time of booking.
9. Although ACBS holds Public Liability insurance, wherever possible pets should be insured by the client. ACBS reserves the right to refuse a booking for any animal, which is not insured.
10. ACBS will care for your animal as you would. Whilst we will make every effort to ensure your pet is well looked after in your absence, ACBS cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
- 11 For cancellations of services except pet taxi please provide at least 24hrs notice otherwise you will be charged as usual.
12. No keys will be left in the van overnight.

Terms and Conditions - Dog Walking

1. All dogs being exercised must be fully up to date with all vaccinations.
2. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialized.
3. ACBS reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and / or other dogs.

4. All dogs will be exercised on a lead unless prior agreement has been reached with ACBS and a disclaimer form has been signed, and we are confident that the dog(s) have a basic recall ability.

5. The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions – no discount offered.

6. Dogs will be required to wear a collar and name tag whilst on a walk. Your dog will also be provided with an ACBS tag whilst under our care.

7. All dogs will be caged to and from their walks and cages disinfected after each walk.

Terms and Conditions – Home Visits

1. ACBS will make adequate steps to ensure your home is safe and secure in your absence, however ACBS cannot be held responsible for any accidents caused by your pet(s).

2. The client must provide all items necessary for your pet to be adequately cared for in the client's absence (i.e. bedding, food, medication, leads, tags, collars etc)

Terms and Conditions – Home Sitting

1. The client must provide all items necessary for your pet to be adequately cared for in the client's absence (i.e. bedding, food, medication, leads, tags, collars etc).

2. Your pet(s) will be left for the minimum amount of time possible

3. ACBS will make adequate steps to ensure your home is safe and secure in your absence, however ACBS cannot be held responsible for any accidents caused by your pet(s).

Terms and Conditions – Pet Taxi

1. Bookings for long journeys are subject to a 50% non-refundable deposit payable in advance.

2. Any cancellations must be made more than 48 hrs in advance or the full rate will be charged.

3. Clients must notify the veterinary surgery / groomer etc that ACBS will be attending the appointment on their behalf and ensure that arrangements for payment have been made with either ACBS or the vet.

4 For longer transport journeys we will supply water and short break for your pet(s)

5.All pets will be transported in cages.