

Elliotts Pet Care Services – Terms & Conditions

These Terms & Conditions ("the Agreement") govern the provision of pet care services by **Elliotts Cleaning & Property Services Ltd** ("Elliotts", "we", "our", "us") to the pet owner ("the Client", "you", "your"). By engaging our services, you agree to comply with these terms.

1. Services Provided

Elliotts offers a range of professional pet care services:

- **Dog Walking**
 - 30-minute group walk (up to 3 friendly dogs): £11
 - 30-minute solo walk: £15
 - 60-minute solo walk: £28
 - Additional dog from the same household: -£2 per walk
- **Pet Visits**
 - 20–30 minute visit: £12
 - 45–60 minute extended visit: £20
 - Includes feeding, fresh water, litter/cage cleaning, playtime, and photo updates
- **Overnight Care (In Your Home)**
 - 24-hour stay: £38–£45
- **Pet Taxi Service**
 - From £10 + £0.50/mile
 - Transport to vet appointments, grooming, or collection/drop-off

All services include DBS-checked carers, insurance cover, and free WhatsApp photo updates. Prices include VAT.

2. Booking & Scheduling

- **Booking Process**

- All bookings must be made via our website, email, or phone.
- **Free Meet & Greet**s are available as standard **9:00 AM – 5:00 PM, Monday to Friday**, unless otherwise agreed.

- **Service Hours**

- Standard services are available **9:00 AM – 5:00 PM, Monday to Friday**.
- Services requested **outside these hours, including evenings, weekends, or public holidays**, are available at an **additional surcharge**, agreed prior to booking.

- **Late Bookings**

- Requests made with less than 48 hours' notice may be accepted but cannot be guaranteed and may incur a surcharge.

3. Payment Terms

- **Payment Method:** Bank Transfer only.
- **Invoice Issuance:** Invoices are issued **on the day of each service**.
- **Payment Due:** Payment is **due immediately on receipt**.
- **Late Payments:** Interest at 2% per month and £25 admin fee may apply; services may be suspended until payment is received.
- **Non-Payment:** Elliotts may terminate services and pursue outstanding balances through legal channels.

4. Client Responsibilities

- Provide all necessary supplies for pets (food, medication, bedding, toys).
- Notify Elliotts of any known health, behavioural, or dietary requirements.
- Provide emergency contact information.

- Ensure carers have safe and secure access to the property.
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5. Health, Safety & Veterinary Care

- Pets must be healthy, flea-free, and up-to-date with vaccinations and worming.
 - In case of illness or injury, Elliotts may seek veterinary care; the Client is responsible for fees.
 - If the Client cannot be contacted in an emergency, Elliotts will act in the best interest of the pet(s).
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6. Cancellations & Amendments

- Dog walking: minimum **24 hours' notice**.
 - Pet sitting/overnight care: minimum **48 hours' notice**.
 - Late cancellations incur the full service fee.
 - Amendments must be communicated in advance and are subject to availability.
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7. Liability & Insurance

- Elliotts holds comprehensive public liability insurance.
 - Client is responsible for any damage or injury caused by their pet(s).
 - Elliotts is not liable for pre-existing damage, unless caused by our negligence.
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8. Guest & Property Management

- Elliotts carers maintain confidentiality regarding Client information.

- Clients must ensure pets are suitable for care and that property meets basic safety standards.
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9. Data Protection

- Personal data is handled according to Elliotts' Privacy Policy and UK GDPR.
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10. Termination

- Clients may terminate services with written notice.
 - Elliotts may terminate services if Clients fail to comply with terms or pets exhibit aggressive/dangerous behaviour.
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11. Miscellaneous

- Force Majeure: Elliotts is not liable for events beyond control (e.g., weather, strikes).
 - Elliotts may amend these Terms & Conditions; significant changes will be communicated.
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