

Terms and Conditions



1. GENERAL

- 1.1 Any reference to the Owner's pet(s) in these Terms and Conditions shall refer to those specified on the Pet & Owners Information Sheet.
- 1.2 Owners booking dog walking services must read the Dog Walking Policy. By booking, the Owner acknowledges and accepts the terms outlined in the Dog Walking Policy.
- 1.3 Paragraph headings in the Terms and Conditions are provided for convenience and reference purposes only. They do not affect the interpretation or construction of any provision within this agreement.
- 1.4 All parties agree to keep Personal Information confidential, including access details and home security systems that are shared prior to and in the course of the pet sitting services. The Company will not disclose the Owner's information to third parties without their consent, unless it is for the necessity of performing services (e.g. sharing information between Sitters and Walkers).
- 1.5 The Owner is responsible for obtaining the Sitter or Walkers contact information if they wish to exchange photos, updates or messages during the service period.
- 1.6 At the Registration Visit, the Owner is responsible for providing the Sitter or Walker with up-to-date vaccination records for their pet(s). These records must be accurate and readily available to ensure the Sitter or Walker can provide proof of vaccination if required, such as in the event of a veterinary visit.
- 1.7 Due to the complexities and potential risks associated with shared living environments (such as House of Multiple Occupancy or flat share) Lyons Pride Pet Sitting is unable to provide pet sitting services in these types of accommodation.

2. PAYMENT

- 2.1 All prices are listed in £ Pound Sterling and are set out on our website at www.lyonspridepetsitting.co.uk. If a booking is agreed, acceptance of our prices is also agreed.
- 2.2 Prices are subject to change. Any changes will be communicated in advance and will not affect existing or confirmed bookings.
- 2.3 Payment is accepted via cash (for in person transactions during initial registration visit), bank transfer and PayPal.
- 2.4 To ensure a smooth and fair booking process, the following payment terms apply:
 - 2.4.1 Deposits for Advanced Bookings: For Bookings made with more than 7 day's notice, a 50% deposit within 24 hours to secure the service. The remaining balance must be paid no later than 72 hours prior to the start of the scheduled service.
 - 2.4.2 Full Payment for Short Notice Bookings: For bookings made with less than 7 day's notice, full payment is required at the time of booking, to secure the service.
 - 2.4.3 Late Payments: If the remaining balance is not received by the time the scheduled service commences, the Company reserves the right to apply a £10 late payment fee, in addition to a daily interest charge of 1.5% of the outstanding balance, until payment is received in full.
- 2.5 For cat sittings, if the household has more than 3 cats, a fee of £5 per additional cat will be charged.

- 2.6 Bookings for Bank Holidays are charged at double time. A seasonal surcharge of 25% applies to bookings on 24 December, and 27 to 31 December.
- 2.7 A surcharge of 25% applies to Saturday dog walking services or visits. Off peak prices apply to cat sitting services.
- 2.8 A fee of £5 per enclosure, per visit is charged for small animals that are part of a dog or cat sitting.
- 2.9 A one off enclosure clean is charged at a fee of £15. Fees for larger enclosures, such as aviaries or custom habitats will vary depending on the size and complexity of care required.
- 2.10 Key Collection (including registration) is charged at £15. Key drop off is charged at £10.
- 2.11 An emergency visit to the Vets is charged at £25 per hour plus the cost of transport to and from the practice. Vet fees are the responsibility of the Owner.
- 2.12 A shop visit for emergency supplies is charged at £25 plus the cost of the items.
- 2.13 Medication added to a treat and given orally, or added to food is included as a complimentary service, while topical and oral administration of medication is charged at £5 per instance.
- 2.14 For payment related to items purchased on behalf of the Owner, vet assisted visits, or similar services, payment must be made in full within 7 days of the invoice date. If payment is not received within this timeframe, the Company reserves the right to apply a £10 late payment fee, in addition to a daily interest charge of 1.5% of the outstanding balance, until payment is received in full.

3. SCOPE OF SERVICE/S

- 3.1 The Company agrees to provide pet sitting services as advertised on www.lyonspridepetsitting.co.uk in a reliable, professional and trustworthy manner during the Service Agreement period.
- 3.2 Bookings must be made through the Company website by completing the online booking form or by direct contact via email.
- 3.3 Services provided are on a first-come, first-served basis. It is recommended to book several weeks in advance to ensure availability, especially during peak periods.
- 3.4 The Owner must provide access to their home via a key, lockbox, or other secure method. If the Owner resides in a gated community or an apartment building with restricted access, arrangements must be made to ensure the Sitter or Walker can access the premises.
- 3.5 It is the Owner's responsibility to inform the Company of any health issues, special needs, or behavioural concerns regarding their pet(s).
- 3.6 It is the Owner's responsibility to provide adequate food, litter, medication and other necessary supplies for the duration of the Service Agreement period. The Owner promises to reimburse the Company on their return, the cost of any additional supplies that are needed and purchased in their absence. A shop visit for emergency supplies is charged at £25 plus the cost of the items.
- 3.7 The Owner must inform the Company of any changes in their pet(s) health and routine prior to the start of the Service Agreement.
- 3.8 The Sitter or Walker will always try their best to keep to schedule and visit at times agreed, however, this may not always be possible. The Sitter or Walker will plan their route in the most efficient manner and prioritise visits around Pet(s) on medication, or those that have special dietary needs. The Company and the Sitter or Walker reserves the right to waive any guarantee that specific visiting times will be met.
- 3.9 If the Sitter or Walker is unable to provide a service due to severe weather or unsafe travel conditions, they may make some service adjustments. This may include delaying or re-scheduling a visit. In some instances, it may mean that walks are shortened or replaced with indoor playtime, or adjustments made to the routine of home visits. The Sitter or Walker will communicate these to the Owner as soon as practicably possible.
- 3.10 The term of the Service Agreement may be extended if requested by the Owner, but must be accepted in writing by the Company;

- 3.10.1 Any additional visits will be charged as per fees advertised on our website.
- 3.10.2 Payment of such fees can be accepted via cash or bank transfer upon the Owner's return.
- 3.10.3 The Company is able to seamlessly share bookings with their team and therefore, the Owner accepts that continued care may not be with the same Sitter or Walker.
- 3.11 If the Owners return is delayed, they must notify the Company and confirm the date they will resume care of their property and pet(s), on or before the end date of the Service Agreement term. This must be accepted by the Company, in writing, so that continued care can be arranged.
- 3.12 If the Owner fails to notify the Company of a return delay, the Company and Sitter or Walker accepts no responsibility for the care of the pet(s) or the property beyond the Service Agreement end date.
- 3.13 The service schedule including dates and times of visits will be agreed upon during booking.
- 3.14 Keys will not be left at the Owners property at the end of the Agreement Term. Arrangements for the return of keys will be coordinated between the Sitter or Walker and Owner either prior to the Service Agreement start date or after the Service Agreement end date.
- 3.15 The Sitter or Walker reserves the right to decline a service if the Owner's home environment is deemed unsafe or if the pet displays aggressive behaviour that could endanger the Sitter or Walker. See Clause 4.3 for details regarding services that are already in progress.
- 3.16 The Company is committed to providing high-quality pet sitting services. Sitters and Walkers are trained to follow the care and instructions provided by the Owner and to ensure the safety and comfort of the pet(s) in their care.
- 3.17 The Owner acknowledges that while the Company aims to offer the same dedicated sitter or walker on every visit, due to unforeseen circumstances this may be unavoidable. The Company is able to seamlessly share bookings with their team and therefore, the Owner accepts that care may not be with the same Sitter or Walker.

4. CANCELLATION OR TERMINATION

- 4.1 The Company or Owner may terminate the Service Agreement by giving a minimum of 48 (forty-eight) hours notice prior to the first scheduled visit without incurring cancellation fees.
- 4.2 Failure by the Owner to cancel by giving the minimum 48 hours notice will result in the following cancellation fees:
- 4.2.1 24-48 hours notice – The Owner will be charged 50% of the full service fee.
- 4.2.2 Less than 24 hours notice – The Owner will be charged 100% of the full service fee.
- 4.3 The Company reserves the right to terminate the Service Agreement if the Owner's pet exhibits aggressive behaviour or the Sitter or Walker feels unsafe in the Owner's home. In such cases, the Company will;
- 4.3.1 Notify the Owner immediately so that alternative arrangements can be made for the pet(s) care.
- 4.3.2 If the Owner cannot be reached, their emergency contact will be called upon to assume responsibility for the pet until the Owner returns.
- 4.3.3 If the Owner's emergency contact is unable or unwilling to assume responsibility for the pet(s), arrangements at an animal care facility will be made at the Owner's expense.
- 4.3.4 The Company will use any unused portion of the service fee to cover the pet's care and will refund the remaining balance to the Owner; if expenses exceed the service fee, the Owner shall be liable to reimburse the Company upon their return.

5. INSURANCE AND LIABILITY

- 5.1 The Company holds appropriate insurance for pet sitting services, which includes coverage relevant to the nature of the business. The Sitter or Walker will provide proof of insurance upon request.

- 5.2 The Owner is responsible for maintaining suitable insurance coverage for their home and pet(s). While the Company has appropriate insurance in place, it does not serve as a replacement or substitute for the Owner's home or pet insurance.
- 5.3 The Company and Sitter or Walker shall not be held responsible for any damage to the Owner's property caused by their pet(s) during the service period. The Owner acknowledges that pet(s) can be unpredictable and may cause damage despite reasonable care.
- 5.4 The Company and Sitter or Walker will not be held liable for any illness, injury, or death resulting from the use of any medication that is not prescribed by a licensed Vet.
- 5.5 The Owner shall be liable if the Sitter, Walker or third party is injured by the Owners pet during the provision of services.
- 5.6 The Owner is responsible for all veterinary expenses and/or damages arising from injury to their pet(s).
- 5.7 The Owner acknowledges the inherent risks associated with allowing their pet(s) outdoor access or off-lead activity, including but not limited to escape, injury, death, or encounters with other animals. The Owner shall be liable for any incidents or damages that may arise from such access. The Company and Sitter or Walker shall not be held liable for any escape, injury, death, loss or incidents that occur while the pet(s) is outside, off lead, or free-roaming.
- 5.8 The Owner is responsible for providing accurate and complete information about their pets, including any past and current medical conditions, current medications, behavioural issues, dietary needs, and any special requirements on the Pet & Owners Information Sheet. The Company and Sitter or Walker shall not be held liable for any incidents arising from the Owners failure to provide accurate information.
- 5.9 The Company will not accept bookings for pets known to exhibit aggressive behaviour. In the event that a pet demonstrates aggression towards a human, including the Sitter or Walker, the Company reserves the right to terminate the Service Agreement immediately – see Clause 4.3. The Owner may be liable for any damages or injuries caused by their pet(s), including harm to the Sitter or Walker and third parties and may also be liable for any medical expenses, legal fees and other associated costs resulting from any incidents of acts of aggression.
- 5.10 The Sitter or Walker will take all reasonable precautions to ensure the safety and security of pets while entering and exiting, or managing the property. However, the Company and Sitters or Walkers shall not be held liable if an animal escapes due to circumstances beyond our control, such as:
- 5.10.1 Pets bolting unexpectedly when doors are opened, or upon exiting.
- 5.10.2 Structural issues with the property (e.g. broken fences, unsecured doors or windows).
- 5.10.3 Pets escaping while being fed, handled or cared for according to the Owners instructions.

6. EMERGENCIES

- 6.1 In the event of a medical emergency, the Sitter or Walker will make all reasonable efforts to contact the Owner and designated emergency contact and agree how to proceed.
- 6.2 If the Owner or Emergency contact cannot be reached, and the Sitter or Walker feels it is in the best interest for the Pet(s) to be seen by a Vet, the Sitter or Walker will act as the Owners representative.
- 6.2.1 The Sitter or Walker will invoke the 'Veterinary Release Form' that the Owner completed during the initial registration visit.
- 6.2.2 The Sitter or Walker will seek veterinary care for the Pet(s) at the Owners local registered practice as listed on the 'Veterinary Release Form'.
- 6.2.3 The vet will decide on the best care for your Pet(s).
- 6.3 The Owner agrees that the payment of vet fees related to the care of their Pet(s) is their responsibility and need to be arranged directly with the registered veterinary practice. The Owner agrees to reimburse the Company any costs in relation to Veterinary visits, such as time spent at the surgery and transport costs.
- 6.4 In the event that the Pet(s) require veterinary care, the Sitter or Walker agrees to promptly inform the Owner of the situation and keep the Owner fully informed of all developments.

- 6.5 The Sitter or Walker will, when possible, communicate any veterinary recommendations, treatments administered and the pet(s) condition via phone call, text message, or email as soon as possible.

VISITORS

- 7.1 Notification of Visitors: Owners must notify the Company during the registration visit if any individuals (including family, friends or tradespersons) are expected to access the property during the service period.
- 7.2 Pet Interaction: Visitors must not handle or interact with the pet(s) in any way without prior approval. The Owner assumes liability for any behavioural changes, injuries, illness, or damages caused by such interactions.
- 7.3 Emergencies: If the Sitter or Walker cannot access the property or properly care for the pet due to the actions of a visitor (e.g. a locked door or an escaped pet), the Owner will be liable to pay any costs incurred to resolve the situation. This may include additional time spent at the property or travel expenses.

8. CONFIDENTIALITY AND DATA PROTECTION

- 8.1 All personal information and pet care details will be treated as strictly confidential. The Company and Sitter or Walker will not disclose your information to third parties unless required by law, or if necessary for the performance of the Company's services (e.g. sharing relevant information with a Vet in case of an emergency).
- 8.2 The Company and Sitter or Walker understands that Owner's information is handled with the utmost care and professionalism.
- 8.3 The Company only collects information necessary to provide pet sitting services, such as contact details, pet care instructions and any relevant medical information about your pet(s).
- 8.4 The information the Owner provides is used exclusively for the purpose of delivering the Company services, including booking management, communication regarding your pet(s) care, and emergency contact.
- 8.5 All personal data is stored securely, with access limited to authorised personnel only.
- 8.6 The Company retains the Owners information only as long as necessary to fulfil services and comply with legal obligations. After this period, the Owners data is deleted.
- 8.7 The Owner has the right to access, update, or request the deletion of their personal information at any time.
- 8.8 By using the Company, the Owner agrees to the collection and use of their information.

9. MISCELLANEOUS

- 9.1 By using the Company's services, the Owner consents to the Sitter or Walker taking photos and/or videos during the course of the Service Agreement. These images and videos may be used for promotional purposes, including but not limited to, posting on social media channels and Company website. If the Owner does not wish for their pet(s) photos or videos to be used in this manner, they must inform the Company before the commencement of the Service Agreement.
- 9.2 It is the Owners responsibility to provide a spare working set of keys for access to the property. Any keys handed over to the Sitter or Walker will be checked for functionality during the registration visit. During the service, in the event that a key is found to be faulty, broken, or does not work properly, the Owner will be liable to pay any costs incurred for gaining access to the property, including Locksmith services. The Owner promises to reimburse the Company in full upon their return. The Company and Sitter or Walker shall not be held liable for any delays, missed visits or other consequences arising from the inability to access the property due to faulty keys.
- 9.3 The Owner must ensure that their home environment is clean, safe and secure for the Sitter or Walker to safely perform their duties. This includes safe access to the property and ensuring that the pet(s) are kept in a secure, pet-friendly area free from hazards, pests and any conditions that might compromise the health and safety of the Sitter or Walker. The Sitter or Walker reserves the right to refuse a booking and the Company reserves the right to terminate the Service Agreement if they feel the Owners home is unsafe.

- 9.4 In the event of a pet accident (e.g. urination, defecation, vomiting), the Sitter or Walker will make reasonable efforts to clean the affected area (if noticed during the service) using cleaning products provided by the Owner. The Sitter or Walker cannot guarantee that stains, odours or damage will be fully removed. The Sitter or Walker and Company shall not be held liable for any damage to the Owners property caused by the accident itself, or the cleaning process. Cleaning will only be carried out if appropriate cleaning products are provided by the Owner and shown during the registration visit.
- 9.5 The Owner must adhere to UK privacy and data protection regulations around the use of cameras and other monitoring devices in the home, ensuring they do not unlawfully record individuals without their knowledge or consent and respect privacy boundaries. If cameras or other monitoring devices are installed in the Owners home, they must inform the Sitter or Walker of their presence and location prior to the commencement of the Service Agreement. The Sitter or Walker retains the right to refuse a booking if cameras or devices are observed but not disclosed or if they are used inappropriately. The Owner agrees that any recordings will not be used to infringe on the Sitters or Walkers privacy or rights.
- 9.6 The Sitter or Walker will securely retain all keys, remote control entry devices and any other access tools provided by the Owner for the term of the Service Agreement. These items will be returned to the Owner at the end of the Service Agreement, or immediately on demand, unless alternative arrangements have been made in writing. The Sitter or Walker agrees to take all reasonable precautions to safeguard these items while they are in their possession.
- 9.7 It is the responsibility of the Owner to ensure their pet is free from fleas, ticks and parasites, and that they are regularly wormed and treated for fleas. The Owner's Pet(s) should also be in reasonable condition, clean and free from any significant health issues or grooming needs that could affect their comfort and wellbeing. The Sitter or Walker reserves the right to terminate the Service Agreement if the pet(s) condition poses a health risk to other animals or the Sitter or Walker – see Clause 4.3.
- 9.8 The Company and Sitter or Walker shall not be held liable for any failure or delay in performance due to circumstances beyond their reasonable control, including but not limited to natural disasters, government restrictions and strikes.
- 9.9 The Sitter or Walker will make every reasonable effort to administer medications as instructed on the Pet and Owners Information Sheet. The Owner must provide clear, written instructions and demonstrate the medication process to the Sitter or Walker during the registration visit. The Company and Sitter or Walker shall not be held liable for any adverse reactions or complications arising from administering medications to the Owners pet.
- 9.10 If a pet is left in the Sitter or Walkers care beyond the scheduled service period, without prior notice, the Sitter or Walker will make all reasonable efforts to contact the Owner and their emergency contact. If the Owner or emergency contact cannot be reached within 48 hours, the Company reserves the right to take appropriate action and contact the Local Council Animal Warden. The Owner will be liable to pay for costs incurred as a result of abandonment.