

TERMS & CONDITIONS

Terms of Business for Services Effective 1st May 2021

1. All dogs must have up to date vaccinations, flea protection and be wormed. Proof of vaccination must be provided to That's Amore Pet Care prior to the stay.
2. The Emergency Contact must be aware of their role, duties and responsibilities and be available for the duration of the booking.
3. The owner or Emergency contact is responsible for payment of any veterinary fees incurred and the owner is responsible for reimbursing any costs incurred by That's Amore Pet Care if any damage, other than reasonable wear and tear, is caused to That's Amore Pet Care's home or possessions by the dog/s.
4. The dog/s must be used to living in a home environment and must not exhibit territorial marking and be housetrained.
5. Any conditions requiring the administration of medicine to the dog/s must be fully discussed with That's Amore Pet Care. Dosage rates etc. should be given to the carer in writing before their stay. Any changes in medication required must be communicated to That's Amore Pet Care in a timely manner.
6. That's Amore Pet Care will attempt to contact the owner or Emergency Contact in an emergency and if necessary the Emergency Contact is expected to make any decisions with regard to the dog/s. If the owner or Emergency Contact cannot be contacted, That's Amore Pet Care reserves the right to act on the owner's behalf, seeking and following advice from a veterinary surgeon, and any cost will be paid by the owner upon pick-up of their dog.
7. If the customer has a rescue dog the dog must have been resident with the owner for a minimum of 6 months.
8. The Client agrees to notify That's Amore Pet Care immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
9. That's Amore Pet Care offer services where dogs commingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
10. The owner agrees that their dog will be sharing the premises with other dogs and will only be separated during meal time and sleep/down time
11. That's Amore Pet Care will make every effort to provide high standards of care but cannot be held liable for loss, injury or death unless negligence is shown, and agrees to indemnify That's Amore Pet Care in full against any liability arising from such harm or damage to third parties.
12. If your dog/s escapes from the premises (assuming no negligence is found on the part of That's Amore Pet Care) any liability for the dog/s actions remains the responsibility of the owner.
13. That's Amore Pet Care cannot be held responsible for any accidents to dogs or other pets while unattended in the clients' home.
14. That's Amore Pet Care cannot be held responsible for pets that may escape and suffer an accidental death because of faulty and or insecure doors, cages and fencing in clients' homes.
15. If, while the owner is away, That's Amore Pet Care cannot continue to board the dog/s through problems with the dog/s sickness or behaviour, then That's Amore Pet Care will try to find another carer if possible and advise the owner and Emergency Contact accordingly. If it is unable to find another carer and the Emergency Contact is unable or unwilling to take the dog/s, then That's Amore Pet Care will, in consultation with the Emergency Contact, find suitable kennels or veterinary accommodation for the dog/s. The owner will be responsible for the associated costs.
16. If the dog has shown aggression or bites during its board the Emergency Contact will be asked to remove the dog. If the Emergency Contact cannot take the dog then the dog will be removed to a kennel. There will be no refund of boarding fees that have been paid and the owner will be responsible for all kennel fees.
17. It is your responsibility to insure your property and your pet. That's Amore Pet Care accepts no liability for damage caused by your pet or an employee of That's Amore Pet Care during an assignment. You will be liable in the event that an employee of That's Amore Pet Care or a third party is injured by your pet.

18. That's Amore Pet Care are unable to accept dogs that have shown aggression towards other dogs and/or people or are subject to the terms of the Dangerous Dogs Act 1991. No dogs registered under this act will be accepted for home boarding.
19. That's Amore Pet Care will accept bookings from unspayed bitches. However if the owner believes the dog may come into season during their home boarding time period then the owner must inform That's Amore Pet Care who reserve the right to cancel the booking and refund the fee without any liability to That's Amore Pet Care. A bitch in season must not be boarded with That's Amore Pet Care.
20. A bitch in seasons is not allowed on group walks therefore the client can only book a solo walk at a higher price.
21. That's Amore Pet Care will NOT accept unneutered males over the age of 8 months for Daycare and Boarding services.
22. The owner is responsible for supplying enough food for the duration of the dog/s stay. If insufficient food is supplied the owner is responsible for reimbursing the carer for costs incurred in the purchase of more food.
23. All dogs staying with That's Amore Pet Care must wear a collar with an identity tag showing the name and address of the owner (a telephone number is optional but advisable). This is a legal requirement.
24. All equipment is provided by the owner, and it is their responsibility to ensure that it is of suitable quality and fit for purpose.
25. The owner agrees if after 48 hours of the booked return date the owner has not collected the dog/s and That's Amore Pet Care had made every attempt to contact the owner or Emergency Contact without success then the dog/s would be put up for re-homing.
26. That's Amore Pet Care will only let dogs off the lead once an off the lead consent has been signed, and will remain at the discretion of That's Amore Pet Care staff.
27. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of That's Amore Pet Care, together with any associated costs e.g. call-out charges. The Client authorises the staff of That's Amore Pet Care to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of That's Amore Pet Care may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.
28. That's Amore Pet Care reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete.
29. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold That's Amore Pet Care responsible if their dog contracts Kennel Cough while attending.
30. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify That's Amore Pet Care immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. That's Amore Pet Care reserves the right to refuse admission until satisfied that the condition is resolved.
31. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by That's Amore Pet Care without prior approval. All such media remain the property of That's Amore Pet Care.
32. The Client agrees that That's Amore Pet Care is not responsible for any stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
33. The Client agrees to ensure their dog has not eaten in the hour before pick up by That's Amore Pet Care to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
34. The Client agrees to provide keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.
35. That's Amore Pet Care will not be responsible for any keys or money posted through the letter box or left at any location.

36. The Client agrees that by giving the key, this will indemnify That's Amore Pet Care in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
37. No variation of these Terms and Conditions will have effect unless confirmed by That's Amore Pet Care in writing.
38. That's Amore Pet Care will treat your personal information confidentially and will not pass on your details to any third parties.
39. That's Amore Pet Care provides pick up service between 7:00 am and 8:00 am and drop off service between 4:00 pm and 5:00 pm only, therefore the Client agrees to provide keys/arrange access to the dog and the property.
40. Bank holidays, Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day are charged at double the normal rates.
41. If the owner collects the dog/s before the confirmed end date of the board they will not be entitled to a refund.
42. If That's Amore Pet Care is unable to proceed with the board due to a change in personal circumstances That's Amore Pet Care will endeavour to home the dog/s with another carer, but this may not be in the same area. That's Amore Pet Care reserves the right at their discretion to cancel the booking and refund the fee.
43. A minimum of 24 hours cancellation notice is required for Walking and Daycare services. Cancellation with less than 24 hours notice may be charged at full rate.
44. A minimum of 4 weeks cancellation notice is required for Boarding service. Cancellation with less than 4 weeks notice will not be entitled to a deposit refund.
45. It is recommended that you take out holiday cancellation insurance as That's Amore Pet Care may not be able to accommodate pets who become ill or are injured after the booking is confirmed.
46. That's Amore Pet Care will only accept payment through bank transfers.
 - a. Required funds must be made in full and cleared 48 hours prior to Walking and Daycare services.
 - b. A 25% deposit must be made and cleared no later than 5 days from the contract stipulation for Boarding service and the full amount must be paid and cleared 48 hours prior to the beginning of the boarding period.
47. A booking will only be regarded as confirmed when the booking fee is paid and a signed booking form is returned (which should be no later than 5 days after the meeting with the carer). The owners agree to provide full, accurate and detailed information on the Booking Form about the dog/s. During the owners continued use of That's Amore Pet Care the owner agrees to keep That's Amore Pet Care informed of any changes to the dog/s Booking Form. Failure on the owners part to disclose any matter which in That's Amore Pet Care view may render the dog/s unsuitable for home boarding/daycare with the carer will amount to a breach of conditions and termination of the dog/s stay without refund (clause 15 will apply).

I have read and agreed to these Terms and Conditions including the terms of the vets authorisation and emergency contact details. By signing the booking form or by paying a service provided by That's Amore Pet Care I agree with the Terms & Conditions.

Signed: _____

Date: _____