

TERMS AND CONDITIONS

Our biggest priority at Pets in the City Limited is the welfare of our dogs and maintaining client satisfaction. We will endeavor to give you and your dog the best service we can. We welcome feedback, good or bad, from all our clients so please do not hesitate to contact us if you do not agree with any of the following terms and conditions (which apply, as appropriate, to all services we provide).

All dogs must undergo a 'trial' walk before using our services for us to assess their energy levels, and social behaviour and to check for any signs of aggression or unsociable habits. All dogs coming for our Humphrey & Bo Dog Hotel boarding service will be similarly assessed by an initial 'trial' overnight stay. Irrespective of the services to be provided in any case, we require all our clients to fill out an Agreement Form (one per dog) which will help us in our assessment. The information you provide must be correct and complete (and must not omit vital 'not so good' points about your dog's behaviour).

The Agreement Form will be kept on file for repeat services therefore please advise us of any relevant changes to your circumstances via writing or email. By completing an Agreement Form you will be expressly confirming your agreement to these terms and conditions and that we may rely on the information provided in it (as subsequently updated by you, if applicable).

We will not share your details with other organisations however we may routinely provide information to your vet out of professional courtesy. Please advise us if you prefer us not to do so.

From time to time we will contact you with news, offers and service updates, please let us know if you do not wish to receive such information. A copy of our privacy policy can be found on our website (www.petsincity.com).

Health and Behaviour

All dogs must be fully vaccinated to include parvovirus, leptospirosis, hepatitis, distemper and kennel cough.

We recommend routine tapeworm de-worming with a veterinary-licensed product every three months, and we strongly advise veterinary strength monthly flea, tick & lungworm treatment. Please advise in writing/email of any relevant veterinary conditions your dog may have and any medication being taken.

Please note we cannot board any dogs that have a serious injury, stitches, need to wear a cone or need to be separated from other dogs due to health issues. If your dog arrives injured, in need of medical care (which has not already been discussed and agreed upon), has diarrhea or sickness or has any kind of virus that is potentially infectious or untreated we reserve the right to turn your dog away without reimbursement or credit for the duration of the booking.

We require all male dogs to be neutered unless under 8 months of age. We do not accept dogs that are chemically neutered. Dogs under 8 months of age that are displaying sexual behaviour including marking must be neutered or we reserve the right to return your dog without reimbursement or credit for the duration of the booking.

We do not accept bitches in season under any circumstances and request that owners inform us immediately if they suspect their dog may be coming into season. We reserve the right to return any dog that is in season and full payment will still be taken. Any payment already made will be non-refundable for the duration of the stay booked.

Please advise us of any previous aggression your dog has shown towards people and/or other dogs/animals and inform us of any medication or circumstances that may have recently

changed your dog's behavioural pattern. Please advise us if your dog has had any issues with food or toy possession, running off, constant barking, digging, problems with house training etc this is extremely important in helping us to assess the level of care that your dog needs and whether training is necessary.

Service Provision

For all our walking, daycare & boarding services, your dog will be walked and socialised with other dogs on and off lead for 1 - 1.5 hours at a time (depending on the energy levels of the dog). Puppies are exercised 2/3 times per day for 20 minutes as long walks can cause problems by over exercising, please do ask for more information. Please advise us if your dog is not used to high levels of exercise.

Please be aware dogs that are new to day care, boarding or group walks may experience higher levels of physical and mental activity than they are used to and therefore may come home extremely tired. To get the right level of activity for your dog it is important for us to receive feedback from you.

Please be aware for our London services the dogs are taken to parks, rivers and woodlands for their walks therefore your dog may get dirty and possibly hair-matted particularly in wet weather, we will endeavour to bring dogs back as clean as possible, however, it is very helpful if owners of day dogs/walking only dogs can provide us with towels left in the front hallway of your home so we can dry dogs off on delivering them back to you. We also provide a grooming service if/when required for an additional fee.

Daycare & boarding dogs and puppies that need feeding during the day, owners must provide food with full instructions alternatively we are happy to provide food at a supplementary cost. Please note a change of brands can result in stomach upsets so if your dog has a sensitive stomach, it is advisable to provide us with your own food. For dogs receiving training, you are welcome to bring children to participate however they must be accompanied by an adult.

For our boarding dogs we separate dogs into small groups of 4 to 5 dogs per room (as most dogs like to sleep with their buddies) however if you would prefer your dog to have a room by themselves, please let us know.

All our vehicles are fitted with crates, however, please understand due to the nature of the service, dogs who need transportation will share a crate with other dogs. Each dog will have enough room to sit, lie down and turn around. It is your responsibility as an owner to let us know if your dog gets travel sick, is unsocial in small spaces with other dogs or howls on transportation journeys. From time to time if our normal vehicles are being serviced or there is an emergency, we may use a staff vehicle to transport your dog, this is rare, and you will be advised where possible. You agree to use our transportation service to cover the cost of any veterinary bills which may occur in the event of a traffic accident or an altercation between dogs.

Security and Emergency

We endeavour to provide a safe and secure environment for all our dogs as far as is reasonably possible. However, please be aware that by the very nature of the services we provide, there are certain risks involved when dogs interact with other dogs, with people who are strangers to them and in public places. Grooming services also bring particular risks as they involve the use of sharp instruments, such as scissors (so please be sure to tell us in the Agreement Form if your dog is of an especially sensitive or reactive nature).

Please note it is the responsibility of the owner to make sure the collar provided with their dog is secure and tight enough so the dog cannot slip out of it. In the event a dog arrives to us with ill-fitting collars, harnesses we reserve the right to provide them with a new one from our shop at the cost of the client.

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Please advise us if your dog is to be walked on-lead only. We will use our own leads.

All dogs must be microchipped. We are happy to arrange this for you at our chosen veterinary service and we will add this to your invoice. Owners are responsible for making sure their dogs wear tags with a contact name and telephone number attached or you are very welcome to put our name and number on if you would prefer, we also have our own tags with our contact number that we are happy to supply you with if that would be helpful to you.

In case of an emergency, you agree we are authorised to seek veterinary care if we deem it necessary, at your own vet, the closest vet available or our own vet. We will of course endeavour to contact you immediately in the event of an accident. In any event, you agree to accept full responsibility for the cost of all veterinary care and to settle fees directly with the veterinarian involved. If an accident is caused by our own neglect, we will of course cover any medical bills via our own insurance. All costs, fees and expenses incurred because of other accidents will be the responsibility of, and will be covered by, the owner and in any such case you agree to indemnify on demand us against any costs we may agree to incur for the benefit of securing treatment in an emergency.

In the event a dog is abandoned with us we will endeavour to contact you using all contact details provided. We do ask for an alternative contact for this purpose in case you are unable to collect or receive delivery of your dog at the time arranged. Please make sure this person is not travelling with you and preferably lives locally and will be on call if necessary. Abandoned dogs will be handed over to the local authority dog warden (or other appropriate person or care institution) at which point all further dealings regarding recovery of the dog must be with them. We will be entitled to treat a dog as having been abandoned if it has not been collected from us before 5 pm on the day of collection or, where we are to deliver the dog back to you, if we are unable to return the dog to the nominated address within half an hour after the agreed return time. You shall be solely responsible for any loss, costs, fees and expenses ("Loss") suffered or incurred if a dog is deemed abandoned in accordance with these provisions and you shall indemnify us on demand against any such Loss we may incur as a result.

Please provide Pets in the City Limited with keys to your property for our pick up/drop off service if there is no one available to let us in. Please note your keys will be made available to all members of staff at Pets in the City for pick up and drop off purposes and by providing us with your keys you are agreeing to allow us unaccompanied access to your property for the purposes of collecting and delivering your dog from and to it (and, if applicable, carrying out related activities such as toweling down dogs which have become wet or muddy). We perform appropriate background checks on all our staff. Please give us instructions on locking systems and alarm codes. Also please note it is against our policy to collect/leave keys under doormats and in special hidden places or to drop keys back through letter boxes so please do not ask us to do so. This is for your own security and ours.

We will endeavour to preserve the security of all keys entrusted to us. If, however, for any reason your keys become lost or stolen whilst in our possession we will contact you as soon as possible after becoming aware of the fact. In any such case, our liability to you will be limited to the reasonable cost (maximum amount of £500 in total) of replacing the relevant locks at the earliest convenience.

Working Hours and Bookings

Please respect our working hours which are between 8am - 5pm every day. Phone calls, emails and texts may not be answered before or after these times. For our London dogs that are being picked up for our boarding service, we also ask owners to respect our working hours which means we prefer not to pick up before 8 am or drop off after 5pm. If you are dropping off or picking up your own dog from our premises the same rule applies.

For our Day Care service, we will pick up your dog between 8 - 9.30am and drop off between 4 - 5pm. Please note times may vary due to circumstances beyond our control. Please do not

Pets in the City Limited is a company incorporated in England with
registered number 06707117.

VAT Reg. No: 940275923. Registered address: 5th Floor, Durkan House,
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ask us to keep dogs at the last minute for an extra hour or for the evening as this will not always be possible. We can be flexible if arranged in advance.

All bookings must be made in person, via the telephone or via email. Texts and messages left on the answer machine will not be counted as a confirmed booking. Please try to give us 48 hours' notice on all walking and Day Care services as we will need time to arrange pick ups/drop offs and staffing schedules. It will not always be possible to fit you in at the last minute, but we will try our best to accommodate you.

We require a non-refundable deposit of 50 % to be paid at the point of booking to reserve your place for our boarding service at Humphrey & Bo Dog Hotel (we cannot hold a boarding space without a deposit). The remaining balance is to be paid 1 month prior to the first day of boarding and is also non-refundable. If a client cancels boarding after this time the full balance of the boarding will be charged. Please note we do not offer refunds or credits on late cancellations and all bookings are non - transferable. We accept credit/debit cards over the phone, cash or cheques made payable to Pets in the City Limited.

Cancellations for day care, dog walks and grooming must be made at least 48 hours (working hours only this does not include weekends or bank holidays) before the scheduled provision of service otherwise the full service fee will be charged.

Prices are as separately advertised and may be altered from time to time without notice. Prices quoted are inclusive of VAT. A £20 supplement for each dog per day, will be charged over Christmas, Boxing Day, New Year's, Easter, Valentines and all bank holiday periods, we are happy to provide you with a quote and full breakdown of costs if you require. Please note there is a minimum booking policy for boarding of 5 days/nights during school holiday weekends, Valentines & Bank Holiday weekends (3 days and nights during term time weekends) and 7 days/nights during Easter. The minimum booking policy for boarding over Christmas/New Years is approx. 12 days (from the last Thursday before Christmas Day to the first working day after New Year's Day). All boarding is booked on a first come first serve basis, we cannot reserve spaces.

Reservation of rights

We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any customer or dog at any time without prior warning.

These terms and conditions may be subject to change at any time without prior notification.

Disclaimer

From time to time, we may (upon request or otherwise) make recommendations or introductions in respect of or promote at our premises third parties who provide complementary or other services which may be of interest to you. It is your responsibility to ensure that the services provided by any such party are suitable to you and your dog and we accept no liability in relation to any such services or any Loss arising from or in connection with them.

Limitations of liability

In addition to the limitation of our liability in connection with the loss or theft of keys left in our possession (see above), we will not be liable to you in contract, tort (including negligence), for breach of statutory duty, or otherwise, for:

- any indirect or consequential loss of any kind whatsoever however caused;

or

- any loss that consists of loss of business, revenue, profit or saving (in each case whether direct or indirect), even if you have advised us of the possibility of that type of loss.

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Our maximum liability to you in connection with the provision of our services and/or arising from these terms and conditions shall not in any event exceed £3,000 although no limitation set out in these terms and conditions shall apply to limit our liability for fraud or in respect of the death of, or personal injury to, any human being.

General

A person who is not a party to the Contract shall not have any rights under or in connection with it.

Pets in the City Limited may assign, transfer, charge, mortgage, subcontract or deal in any manner with all or any of its rights or obligations under these terms and conditions.

No variation of these terms and conditions shall be valid unless it is in writing and signed by, or on behalf of, each of you and Pets in the City Limited.

Governing Law

These terms and conditions (and the Agreement Form referred to above), and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims arising in connection with our agreement to provide services to you), shall be governed by, and construed in accordance with, the law of England and Wales and the English courts shall have exclusive jurisdiction in relation to any such dispute or claim.

Provision of any services implies you have understood and agreed to these terms and conditions.

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