



Terms and conditions

Terms of business effective August 2025

1. All Clients will be deemed to have accepted Pet Chauffeurs terms and conditions (as laid out here) on signature of the Pet Registration and Consent Form. Whilst Pet Chauffeur will care for your animal as you would, Pet Chauffeur cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care. The client is solely responsible for all harm or damage caused by their animal whilst it is under the care of Pet Chauffeur Care Services or using any other services provided by Pet Chauffeur Care Services and agrees to indemnify Pet Chauffeur Care Services in full against any liability arising from such harm or damage to third parties.
2. You agree to fully complete the Pet Chauffeur registration honestly with as much detail as possible. This will form the basis of your dogs' care plan whilst with us e.g. exercise requirements, likes/dislikes etc.
3. The Client agrees that they have supplied an honest representation that their pet is in good health and has not harmed or shown aggressive or threatening behaviour towards any person or animal. All information supplied by the client is candid.
4. Pet Chauffeur is happy to administer medication with the Client's consent, but this must be under veterinary direction.
5. The Client confirms that their dog's UK licensed vaccination, worming and flea treatment schedule is up to date and will provide a copy of their vaccination card to Pet Chauffeur and the dates of last worming and flea treatment. Pet Chauffeur reserves the right to refuse admission to its services if the client fails to provide adequate proof of UK vaccinations or the vaccinations are expired or incomplete. Dogs must have completed their primary vaccinations at least 2 weeks prior to services commencing.
6. All dogs will be subjected to an initial 'paid' trial session(s) prior to being fully accepted for advanced repeat bookings. For dog walking this will take the form of 3x dog walks **and for boarding/day care services this will take the form of 3x Doggy Day Care sessions followed by a final overnight boarding trial session for those who require overnight boarding in the future.** Pet Chauffeur reserves the right to refuse admission to any animal deemed by them to be, or have the potential to be, dangerous or disruptive. Unfortunately, if our dogs appear nervous around your animal, we will be unable to accept it.
7. The Client agrees to notify Pet Chauffeur immediately of any worrying, unwelcome, aggressive, procreative or dangerous behaviour from their dog which has the potential to cause harm to any other dog, individual, themselves or property.

8. Pet Chauffeur reserves the right to cancel the contract at any time if dogs do not respond well to the carer, walker and/or other dogs. Pet Chauffeur will conduct trial periods with all dogs.
9. The Client understands that dogs will share all Pet Chauffeur facilities with other well-socialised animals, including the garden, house, car and local parks. Dogs who cannot happily co-mingle with other dogs will not be accepted for boarding and day care. If a dog becomes aggressive or destructive during the stay they will be placed in a separate room and must be collected within 2 hours. In these circumstances there will be no refunds of fees as Pet Chauffeur will be unable to fill the space at such short notice.
10. The Client accepts that where dogs co-mingle in groups that injuries can occur during the course of normal dog play and their dog may sustain injuries. All dog play is carefully monitored by Pet Chauffeur to avoid injuries, but scratches, punctures, torn ligaments or other injuries may occur despite the most rigorous supervision.
11. Pet Chauffeur will only let dogs off the lead at their owners discretion and only once an initial settling period with Pet Chauffeur has passed. This time-period is individual per dog and is at Pet Chauffeurs' discretion. An 'consent form' needs to be signed for any off-lead activity during dog walks. Dogs will only be let off lead in fields or forests that Pet Chauffeur considers minimal risk.
12. The Client agrees to Pet Chauffeur Care Services cutting short or cancelling any walks in hazardous weather conditions where these may cause injury to either humans or dogs e.g strong winds, thunderstorms, heavy snow, slashing rain.
13. The Client is responsible for the full cost of treatment of any injuries that their dog receives or inflicts on others (including our own dogs) whilst under the care of Pet Chauffeur together with any associated costs e.g. call out charges. The Client authorises Pet Chauffeur to seek medical advice and/or treatment as they deem necessary. Where possible, veterinary treatment will be carried out at the Client's usual/preferred vet, but this cannot be guaranteed (eg in an emergency) and the Client accepts that Pet Chauffeur may use any registered vet. The Client agrees to pay all such costs directly to the Proprietor. The 'Vet Release Authorisation Form' must be signed by the Client and the Client must ensure their vet is aware that Pet Chauffeur is acting with full permission on their behalf.
14. Only neutered dogs and spayed bitches will be accepted by Pet Chauffeur for walking and boarding. All dogs must be at least 1 years old to be accepted for any of Pet Chauffeurs services.
15. Pet Chauffeur Care Services reserves the right to refuse services if the Client fails to provide adequate proof that their dog(s) have been microchipped.
16. The client accepts that their dog will mix with other socialised animals including our family dog when boarding and will be walked with other carefully selected, well socialised dogs.
17. Bordatella (Kennel Cough) is a common respiratory ailment often passed between dogs. Even with vaccination there is chance that dogs can still contract Kennel Cough. The client agrees that they will not hold Pet Chauffeur responsible if their dog contracts Kennel Cough or any other contagious or communicable disease whilst using Pet Chauffeur care services.

18. The Client agrees to inform Pet Chauffeur immediately if their dog contracts any contagious or communicable diseases. These include, but are not limited to, distemper, hepatitis, kennel cough (Bordetella), Parovirus, Fleas, Corona virus, diarrhea, vomiting, Lyme Disease, infectious skin diseases and intestinal parasites. Pet Chauffeur agrees to refuse admission until satisfied that the condition is resolved. If a dog contracts one of these conditions whilst boarding with Pet Chauffeur, the Client agrees that the dog will be moved to the care of a vet to isolate the spread of the condition to other animals. For mild conditions (eg one off vomiting/diarrhea) dogs will be kept in quarantine within Pet Chauffeur premises to avoid the spread of the disease to other animals. Pet Chauffeur will also not accept dogs who are injured and whose injuries could be made worse by walking or day boarding.
19. The Client understands that dogs showing signs of infectious disease will not be allowed in any shared areas of the premises and will either be kept at their own vets for isolation or collected by the owner or the emergency contact within 2 hours. All charges for this will be payable by the client directly.
20. The Client agrees to ensure their dog has not eaten in the hour before pick-up by Pet Chauffeur Care Services 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).
21. The Client agrees that Pet Chauffeur is not responsible for any lost, stolen or damaged collars, tags, clothing or any other item left with their dog.
22. Pet Chauffeur will provide leads for walking so that all dogs are kept secure by having a uniform method of control (eg same length/reach etc).
23. The Client agrees that Pet Chauffeur is not responsible to any damage to Client's homes inflicted by their animal (eg scratched carpets or furniture, chewing of cushions etc, excreta or urinary staining) whilst the Client is absent.
24. The Client is solely responsible for ensuring their animal is safe within their home and Pet Chauffeur accepts no responsibility for missing or 'escaped' animals.
25. Whilst Pet Chauffeur will make every effort to locate all animals being cared for during a home visit, the Client accepts that this may not be possible e.g. cat not in house at visit time.
26. The Client will provide at least one emergency contact (including address, email, telephone number) for Pet Chauffeur should it be necessary. This must be someone capable of making a decision that is in the best interests of the animal and must be available to pick up an animal from Pet Chauffeur within 2 hours. If an emergency contact cannot collect within 2 hours Pet Chauffeur reserves the right to transfer the animal to a local kennel. All charges for this will be payable by the client directly.
27. Although Pet Chauffeur holds public liability insurance, wherever possible, pets should be insured by the client. Pet Chauffeur reserves the right to refuse a booking for an uninsured pet. Clients must provide insurance details on their booking form and ensure their vet is aware of these details prior to going away.
28. The Client agrees to inform their vet if they are going to be away on holiday and to arrange payment directly to the vet in this situation. They must also ensure that the vets are aware that

Pet Chauffeur are responsible for their dogs whilst they are away in all decisions except euthanasia. A vet is the only person able to make the decision to euthanise an animal if the owner cannot be reached.

29. The Client consents to their animal being photographed, videotaped and/or used in any media or advertising by Pet Chauffeur without prior approval. All such media remain the property of Pet Chauffeur Pet Services.

30. The Client agrees to provide keys/arrange access to the animal for the agreed appointment; failure to comply will result in a cancellation for that day's service and will be paid in full by the client.

31. The Client agrees that, by signing the 'key holder waiver form', this will indemnify Pet Chauffeur Care Services in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.

32. **Boarding dog fees are invoiced on a per day basis (not night) So if the pet is dropped off on Monday and collected on Friday this would count as 5 days booking.**

33. The Client will be responsible for the following charges for cancellations of services

34. Dog boarding (COMING SOON)

1. Cancellation – loss of £50 deposit (full fees must be paid in full 4 weeks prior to booking)
2. Cancellation 4 weeks prior to booking – 50% loss of fees
3. Cancellation 2 weeks prior to booking – 100% loss of fees
4. No refunds given for early return from holidays whatever the reason.

35. Dog Walking

1. Cancellation with less than 48 hours' notice – 50% loss of fees
2. Cancellation with less than 24 hours' notice – 100% loss of fees

36. Dog Day Care (COMING SOON)

1. Cancellation with less than 72 hours' notice - 100% loss of fees

37. Animal Pop-In Visits

1. Cancellation with less than 48 hours' notice – 50% loss of fees
2. Cancellation with less than 24 hours' notice – 100% loss of fees
3. No refunds given for early return from holidays whatever the reason.

38. The Client agrees to pay all services in advance by either cash, online payment or bank transfer by the date stipulated on the invoice. Pet Chauffeur will not confirm a booking until this is done and reserves the right to re-book the slot to another client. All Boarding and holiday pet home visits require a non-refundable deposit before a booking is accepted. Full advance fees are required for holiday bookings at least 4 weeks prior to the booking or Pet Chauffeur reserves the right to cancel the booking without notice incurring a loss of deposit. No refunds are given for early returns from holiday.

39. The Client is aware though that there may be short periods when Pet Chauffeur will have to leave dogs unattended, this will not go over 3 hours in a 24 hour time period during boarding or In-Home Pet Sitting.

The Client must provide all items necessary for pets to be adequately cared for in the client's absence (ie food, medication, tags, collars, familiar smells items etc). Should pets require additional supplies whilst in Pet Chauffeurs' care, these will be purchased and billed to the client. The Client agrees to reimburse Pet Chauffeur for these additional costs. Should Pet Chauffeur consider that the dog's diet is unsuitable or inadequate in any way they will supplement to ensure that animal remains in good health and additional costs will be chargeable to the owner.

No variation to these Terms and Conditions is accepted by Pet Chauffeur unless confirmed with the Client in writing. Wording marked in red is relevant for services that are not yet taking place however will be implemented in the future.