



## TERMS & CONDITIONS

### Pop in visits

All Paws Pop Ins offer pet care services whilst you are away from home tailored to you and your pet. I aim to give you peace of mind that your pet will be happy and lovingly cared for whilst you are away. I have a wealth of experience owning and caring for dogs, cats and small pets and provide a reliable, trustworthy and friendly pet care service.

All services are fully insured through Protectivity Insurance, I am DBS checked and Canine Emergency First Aid Trained.

### All Paws Pop Ins will:

- 🕒 Arrange a free meet and greet with you and your pets to find out what is needed in the way of pet care.
- 🕒 Pop in once or twice a day depending on your needs.
- 🕒 Feed your pet, refill water bowls, refresh litter trays, give garden access and play time or calm company for senior pets.
- 🕒 Provide you with an update via Whatsapp once a day to give you peace of mind that all is well.
- 🕒 Ensure your property is left tidy and secure after each visit.
- 🕒 Open/close curtains and turn on lights if you are away overnight.
- 🕒 Take in post and put bins out etc if you're away for a week or more.

### Introductory Meeting

I offer a free initial meeting at your home to meet you and your pet, to find out more about your needs for the visits and to make sure you are comfortable with the pet care service.

I will talk through your pet's individual needs and behaviour, collect vet and emergency contact details and discuss any other information you think we might need for the pop in visit.

At this meeting I will provide you with details of my insurance and ID.

### Areas covered

All Paws Pop Ins are based in Smallfield and cover a 5-mile radius including Horley, Outwood, Cophorne and Lingfield.

### Fees and payments

Prices start from £12.50 per Pop In visit (weekends and Bank Holidays are at an additional cost) depending on location and number of pets.

Full payment by bank transfer or cash is required 24 hours prior to the first pop in visit. Where payment is not received, All Paws Pop Ins reserve the right not to proceed with the pop in visits.

In some cases, such as an emergency fees may be paid later, this will be at All Paws Pop In's discretion. All fees will be agreed with the client prior to any booking being confirmed.

If the client cancels at least 24 hours prior to the start of the service, no payment will be taken.



Please make payments to:

Starling Bank

Jeanette Brown

Account: 62301251

Sort code 60-83-71

### **General**

The client is responsible for any veterinary bills whilst pets are in the care of All Paws Pop Ins.

All pets must be fully up to date with vaccinations, flea and worm treatment.

The client agrees to provide full and detailed information about the pets to be cared for in the introductory meeting. The client must agree to keep me informed of any changes to the pets including medical conditions and/or prescribed medications.

Emergency contact details will be taken at the pre-meeting. The emergency contact must be resident in the UK and authorised to make a decision on your behalf, should a situation with your pet arise and I am unable to get in contact with you.

All Paws Pop Ins is unable to care for dogs registered under the Dangerous Dogs Act 1991, or dog hybrids registered under the Dangerous Wild Animals Act 1976 (e.g. Wolf Hybrids).

I use photographs of the pets I care for in my social media and to promote the business and will always ask prior permission to do so, I will never refer to the address of your pet in posts.

I look forward to providing loving care for your pet and giving you peace of mind whilst you're away from home.

Nettie Brown 07900 067172

[allpawspopins@outlook.com](mailto:allpawspopins@outlook.com)

<https://allpawspopins.co.uk/>