



# TERMS AND CONDITIONS

## (HOME BOARDING & IN-HOME PET SITTING)

Updated May 2025

### 1. Definitions

In these Conditions of Contract the following definitions apply:

- “Company” refers solely to ALM Pet Services Ltd as a limited company. It does not include any self-employed contractors engaged by the Company to deliver services.
- “Client” refers to the organisation or individual entering into a contract with the Company via the acceptance of these terms and conditions.
- “Contract” refers to the legal contract between the Company and the Client for the purchase and supply of a service in accordance with these terms and conditions.
- “Booking” refers to the confirmation by a Client of their purchase request and acceptance of these Conditions of Contract.
- “Team Member” refers to a self-employed individual engaged to provide services under the ALM Pet Services branding. Team Members are not employees of the Company.

### 2. Booking Terms and Conditions

#### 2.1 Making a Booking

1. Bookings can be made via social media, email, telephone, online - website, and by post.
2. A booking is deemed accepted when the Company issues written acceptance and receives a 25% deposit, at which point the Contract comes into existence (“Date of Commencement”). A confirmation will be sent to the Client.
3. All Clients must observe and comply with these terms and conditions. A breach by the Client will be treated as a breach of Contract.
4. These Conditions apply to the exclusion of any other terms the Client seeks to impose, or which may be implied by custom, trade, or practice.

#### 2.2 Payments

1. The Company shall provide an invoice to the Client for advance payment.
2. The Client shall pay all invoices no later than 14 working days before the start date of the Booking.
3. All Bookings must be paid in full before commencement.
4. If the Client fails to make payment by the due date, the Company may cancel the Booking or charge interest at 4% per annum above Barclays Bank base rate, accruing daily until payment is made.
5. All deposits and payments are non-refundable, except where the Company is unable to fulfil the booking in full.
6. The Client must pay all amounts due in full, without deduction, withholding, or set off.



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#### 3. Discounts

1. Discounted rates apply only where the full payment is received by the deadline stated in Company communications.
2. Discounts cannot be split between multiple Clients.
3. The Company may, at its discretion, apply individual discounts based on booking length or number of dogs.
4. Boarding bookings are already discounted against daycare. A pricing guide is available on request.

#### 4. Client Cancellations, Transfers, and Non-Attendance

1. If the Client cancels a booking, all payments made will be retained by the Company. If the Company cancels a booking, the Client will be entitled to a full refund or transfer.
2. Clients must notify the Company as soon as possible via WhatsApp, social media, or email if they are unable to attend a booking.
3. Clients may transfer their booking to another date free of charge on the first occasion if the Company deems the reason reasonable.

#### 5. Special Requirements

1. Clients must inform the Company at the time of booking of any special requirements (e.g., crate use, on-lead only, food aggression, other animal aggression).
2. The Company will advise if such requirements cannot be accommodated.

#### 6. Photography, Filming, and Social Media

1. The Company may take photographs, video, or livestream for promotional purposes during the booking.
- 2.

#### 7. Destruction of Property & Harm to Animals

1. If a Client's pet causes damage to property, the Client will be charged for repair. Failure to pay may result in the emergency contact being required to collect the pet.
2. If a pet is aggressive towards people or other animals, the Client is liable for any vet bills.
3. The Company may cancel a booking if the pet cannot be safely managed due to aggression or destruction. No refund will be provided, and the emergency contact must collect the pet.

#### 8. Data Protection & Personal Data

1. ALM Pet Services Ltd is the Data Controller and Processor of personal data supplied.
2. Personal data will be used to process bookings and, where necessary, shared with partners that assist with service delivery.
3. Data will not be shared with third parties without consent.
4. Clients may object to their data being used for specific purposes. Objections must be sent to [alm.group.petcare@gmail.com](mailto:alm.group.petcare@gmail.com) with the subject line "Data Protection".
5. ALM Pet Services are regulated and pay the data protection fee to the ICO in accordance with the Data Protection Regulations 2018 Law.

#### 9. Insurance

1. It is the Client's responsibility to ensure appropriate pet insurance is in place. The Company holds Business Insurance to cover negligence on its part, including failure to follow Client instructions that result in injury.



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#### 10. Force Majeure

The Company shall not be liable for failure to deliver services due to circumstances beyond its control, including but not limited to: acts of God, war, fire, or severe disturbances.

#### 11. Admission & Right of Entry

The Company reserves the right to refuse bookings and to remove pets where necessary.

#### 12. In-Home Pet Sitting – Specific Terms

##### 1. Local Authority Regulation

- Bolton Council regulates home boarding only.
- In-home pet sitting is not regulated by the Council.
- Care provided in pet sitting arrangements falls under civil law, not criminal law.

##### 2. Service Hours

- Part-day sitting hours are generally 3pm – 10am (for guidance only; not guaranteed fixed hours).
- Full 24-hour sitting: Team Members may leave pets unsupervised for up to 3 hours in line with Bolton Council boarding guidelines. This is charged at a higher rate.

##### 3. Keys & Access

- Keys may be left in secure locations at the Company's discretion to avoid unnecessary travel/fuel costs.

##### 4. Exercise & Routine

- While in the Company's care, pets' exercise and routines will be managed by Team Members at their discretion, taking into account the pet's needs and welfare.

#### 13. Self-Employed Status of Team Members

1. All individuals who provide services on behalf of ALM Pet Services Ltd are engaged on a self-employed basis. They are not employees of the Company.
2. Each Team Member is responsible for their own conduct and professional actions while carrying out services.
3. By entering into this Contract, the Client acknowledges and accepts that any claims, disputes, or proceedings relating to the actions or omissions of a Team Member shall be directed to the individual concerned, and not to ALM Pet Services Ltd as the contracting company.
4. The Company will, where appropriate, cooperate with Clients in providing the contact details of the relevant Team Member should an issue arise.



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#### 14. Client Instructions for Pet Care

1. Clients must provide clear and accurate written instructions regarding the care of their pet(s). These should be submitted centrally to the Company (e.g., attached to the booking form or sent directly to the office team).
2. Where care instructions are only given verbally to a Team Member, or provided in handwritten notes that are unclear, the Company cannot be held responsible or liable for any misunderstanding, omission, or error in the delivery of care.
3. It is the Client's responsibility to ensure that the Company has the most up-to-date instructions regarding feeding, exercise, medication, routines, and any special requirements for their pet(s).
4. The Company will circulate any centrally provided instructions to the relevant Team Member(s) to ensure consistency and clear communication.

#### 15. Animal Welfare Standards

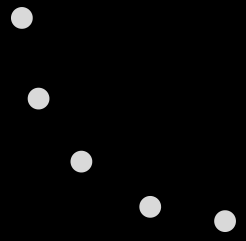
1. ALM Pet Services Ltd is committed to upholding recognised animal welfare standards at all times. These standards are based on the internationally recognised Five Freedoms, which reflect society's expectations for the care and conditions under which animals under human control should live.

##### The Five Freedoms

- **Freedom from hunger and thirst:** Animals must have ready access to fresh water and a diet that maintains full health and vitality. - Food is provided by the Client.
- **Freedom from discomfort:** Animals must be provided with an appropriate environment, adequate shelter, and a comfortable resting area.
- **Freedom from pain, injury, and disease:** Conditions should be managed to prevent pain, injury, and disease, with rapid diagnosis and treatment when necessary.
- **Freedom to express normal behaviours:** Animals must have sufficient space, proper facilities, and appropriate company of their own kind, enabling them to move freely, run, jump, and play.
- **Freedom from fear and distress:** Conditions and treatment should ensure animals are protected from mental suffering.

##### Legal and Practical Application

- In the UK, the Animal Welfare Act 2006 places a legal duty on owners and keepers to meet their animals' needs as described by the Five Freedoms.
- Responsible care involves meeting both the physical and mental well-being of animals through proper husbandry, appropriate housing, and humane handling (including when euthanasia is necessary).



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### Key Components of Welfare Standards

- Environment: Suitable living spaces with protection from the elements and comfortable bedding.
- Nutrition: A balanced diet with constant access to fresh water.
- Health: Prevention and prompt treatment of injury and disease.
- Behaviour: Adequate space and facilities to allow the expression of natural behaviours.
- Socialisation: Housing with or apart from other animals as appropriate for the species and individual temperament.

### 16. Filming of Team Members

1. Clients do not have permission to film or record Team Members while they are providing services in the Client's home.
2. Any filming, recording, or live-streaming of Team Members without their explicit consent is strictly prohibited.
3. The Company and its Team Members reserve the right to take appropriate action if this clause is breached.

### 17. Revisions

The Company reserves the right to amend these Conditions of Contract at any time.

**Client Signature and Name in agreement:**

