



## Simply The Pets — Client Terms & Conditions

Effective Date: 01.08.2025

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### 1. Services Offered

- 1-2-1 Dog Walks — £25 to £30
- Group Dog Walks (max 4 dogs) — £20
- Small Pet Care (in-home) — £25 per visit or hour.
- Nail Clipping & Filing — £25
- Pet Taxi (animals only) — from £20
- Dog Taxi with Owner — from £20 to £30
- Dog Teeth Cleaning (Emmi-Pet ultrasonic system) — £30 to £300
- 1-2-1 Pet Care (inc. nail trim, filing, etc.) — £25 to £30
- Livestock Care — £30 per visit
- Pregnancy & Birthing Support — £10 to £30 (phone or hourly)

### 2. Free Meet & Greet

All new clients receive a free initial consultation to meet your pet, discuss needs, and ensure a good match.

### **3. Loyalty & Discounts**

- Buy 4 walks, get 5th free
- Book 10 walks, get 1 free
- Emmi-Pet Standing Order: £30/month for 2 treatments (1 paid, 1 free – non-transferable)

### **4. Transport Safety**

All pets travel in our Renault Trafic van, fitted with:

- Secure cages
- Ventilation fans
- First aid kit
- One passenger seat for “Dog Taxi with Owner”

### **5. Dog Walking Guidelines**

- Vaccinations, incl. kennel cough, are required
- Max of 4 dogs per group
- 1-2-1 walks available for anxious/reactive dogs
- Private field available for secure exercise:
  - 1-2-1 Field Walk – £30
  - Group Field Walk – £20
- Optional Friquet Dog Wash: £10–£20 if muddy

### **6. Small Pet Care**

- Feeding, cleaning, basic care
- £25/hour
- Supplies must be provided
- No liability for age/stress-related illness

### **7. Pregnancy & Birthing Support**

- Phone support: £10–£30
  - In-person support: £30/hour
- Note: Not a substitute for veterinary care

### **8. Nail Clipping & Filing**

- Calm pets only — £25 per session

- Includes trimming and filing
- Session stopped if pet becomes distressed

## **9. Pet Taxi**

- From £20 (up to 30 min)
- Out of hours: £20–£100
- +£5 per extra pet
- Pets are never left unattended

## **10. Dog Taxi with Owner**

- One adult may ride with the dog
- Price: £20–£30
- Seatbelt use required
- Under 16s must be accompanied

## **11. Livestock Care**

- Feeding, rug changes, water, turnout
- £30 per visit
- Unsafe or inaccessible sites may lead to cancellation

## **12. Emmi-Pet Teeth Cleaning**

Non-invasive ultrasonic cleaning to maintain oral health and reduce the need for dental procedures:

- First session (includes consult): £45
  - Follow-ups: £30
  - Block of 5: £150
  - Block of 10: £300
  - Standing Order: £30/month for 2 treatments (1 paid, 1 free – non-transferable)
- Note: Cosmetic/preventative only — not a veterinary dental substitute.

## **13. Emergencies & First Aid**

- We're trained in pet and livestock first aid
- In emergencies, we'll act in the best interest of the animal
- Vet bills are the client's responsibility

## **14. Payment & Cancellations**

- 24 hours' notice required or full fee applies
- Payments accepted weekly or monthly by arrangement

## **15. Liability**

Simply The Pets is fully insured, but cannot accept responsibility for:

- Pre-existing medical or behavioural conditions
- Accidents or incidents outside our control
- Incomplete or incorrect information provided by the client

## **16. Media Use**

Photos of pets may be used on social media unless opted out in writing.

## **17. Agreement & Consent**

By using our services, you agree to these Terms & Conditions and confirm all relevant pet information has been provided.

### **Client Agreement**

Client Name: \_\_\_\_\_

Pet Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_