



PET SITTING

Terms & Conditions

Welcome to The Zippy Zoomers Pet Sitting Service! 🐾

Whether you're heading off on holiday, stuck at work, or simply need someone to pop in and give your pet some extra love and attention, we're here to help keep them happy, comfortable and cared for in their own home.

From dinner time routines and medication reminders to belly rubs and playtime, we treat every pet as an individual and provide care with the same patience and kindness we would want for our own.

Before we start wagging tails and filling food bowls, please take a moment to read the following information. These terms help us provide the best possible care for your pets while making sure everyone knows what to expect.

By ticking "I agree" on the client information form, you confirm that you have read, understood and accepted these Terms & Conditions.

Services Provided

The Zippy Zoomers offers personalised pet sitting services within the agreed booking period.

Pet sitting services may include:

- 30mins drop-in visits
- 1-hour drop-in visits
- 2-hour drop-in visits
- 3-hour drop-in visits
- Half-day visits (up to 4 hours)
- Full-day visits (up to 8 hours)

- Overnight pet sitting

Services are tailored to your pet's usual routine and individual needs and may include:

- Feeding and providing fresh water
- Administering medication where agreed
- Providing companionship and enrichment
- Toilet breaks
- Exercise where appropriate
- Cleaning litter trays or accidents
- Basic home security checks

Whilst we aim to maintain your pet's normal routine as closely as possible, clients understand that small changes may occasionally occur due to the nature of pet sitting or circumstances outside of our control.

Additional services or requests outside of normal pet care duties must be agreed in advance and may incur an additional charge.

Consultation & Meet and Greet

A complimentary meet-and-greet is **required** before the first booking.

This allows us to:

- Meet your pet in their own environment
- Discuss routines, personality, behaviour and individual needs
- Discuss medical requirements and medication
- Review access instructions
- Answer any questions you may have
- Ensure The Zippy Zoomers is the right fit for your pet's needs

You will be sent a client questionnaire before your booking. This allows you to provide important information, including:

- Feeding routines
- Medication instructions
- Walking preferences
- Areas to avoid
- Emergency contacts
- Veterinary details
- Any other information you feel is important for us to know

Clients are responsible for ensuring all information provided is accurate and up to date. Any changes to your pet's health, behaviour, routine or home access arrangements must be communicated before the start of the booking.

Booking & Payment Policy

The Zippy Zoomers accepts bookings via:

- Text/WhatsApp message
- Email
- Social media
- Online booking system

Our online booking system allows clients to view availability, request bookings and manage upcoming appointments.

A booking request does **NOT** guarantee availability. Services are only confirmed once all required booking steps have been completed.

The client is responsible for ensuring booking details entered into the booking system, forms or sent to the pet sitter are accurate. Any changes to dates, times or visit requirements should be communicated as soon as possible.

Bookings are secured on a first-confirmed basis. The Zippy Zoomers cannot reserve dates or times without the required deposit or payment being received.

Overnight, Half-Day & Full-Day Pet Sitting Bookings

Due to the longer duration and commitment required for these services, bookings are often made well in advance and require advance planning.

A booking request does not guarantee availability and services are only confirmed once the required deposit has been received.

A 50% non-refundable deposit is required within 72 hours of booking confirmation to secure your dates (unless agreed otherwise).

If the deposit is not received within this timeframe/agreed timeframe, The Zippy Zoomers reserves the right to release the dates and offer them to another client.

The remaining balance must be paid **7 days before the first scheduled visit**.

For bookings made within 7 days of the service start date, full payment may be required at the time of booking.

Client and pet information forms must be completed and returned **at least 7 days before the booking begins** (unless otherwise agreed).

This allows sufficient time to review your pet's routine, care requirements, emergency details and access instructions.

Short Notice Drop-In Visits

Drop-in visits are often booked at shorter notice and are subject to availability.

A booking is only confirmed once availability has been agreed and payment has been received.

Payment is required **in full at the time of booking** for all drop-in visits (unless otherwise agreed).

Where possible, bookings should be made at least **48 hours in advance**, although shorter notice requests may be accepted where availability allows.

Regular clients may arrange recurring bookings separately.

Existing regular clients may have alternative booking arrangements agreed with The Zippy Zoomers. Any alternative arrangements will be confirmed between both parties.

Changes to Bookings

If you need to change your booking dates, times or requirements, please let us know as soon as possible.

We will always try our best to accommodate changes; however, changes are subject to availability and cannot always be guaranteed.

If a change results in a shorter booking period, the original cancellation terms may still apply depending on the notice provided.

Payment Plan Option

For longer bookings, we may offer a payment plan to allow clients to spread the cost of their booking. Instalments can be made at agreed intervals up until the final payment deadline of **7 days before the first scheduled visit**.

If a client cancels their booking within the period where the full booking fee remains payable, the payment plan does not end. The client remains responsible for paying the outstanding balance of the booking fee, and any agreed instalment arrangements will continue until the balance has been paid in full.

Cancellation Policy

We completely understand that sometimes plans need to change. However, cancellations can have a big impact on a small pet care business, especially where dates have been reserved in advance and other bookings may have been turned away.

To keep things fair for everyone, cancellation terms vary depending on the type of service booked.

Overnight Pet Sitting Cancellations

- Due to the length of commitment involved and the likelihood of dates being reserved well in advance, overnight bookings have the following cancellation terms:
- The **50% deposit is non-refundable** once the booking has been confirmed.
- Cancellations made **more than 30 days before the first scheduled visit** will only be charged the non-refundable deposit. Any additional payments made will be refunded.
- Cancellations made **between 30 days and 14 days** of the first scheduled visit will be charged at **75% of the total booking fee** (unless agreed otherwise).
- Cancellations made **within 14 days of the first scheduled visit**, or once the booking has commenced, will result in the **full booking fee being payable**.
- Emergency cancellations will be reviewed **on a case-by-case basis**.

If a payment plan has been arranged and your cancellation falls within a period where payment remains due, the payment plan will continue until the outstanding balance has been paid in full.

Half-Day & Full-Day Pet Sitting Cancellations

- For daytime pet sitting bookings, cancellation terms are as follows:
- Cancellations made **more than 7 days before the scheduled booking** will result in the loss of the deposit only (50% of total booking), with any additional payments refunded.
- Cancellations made **within 7 days of the booking date** will result in **75% of the total booking fee being payable**.
- Cancellations made **within 48 hours of the booking date**, or on the day of the booking, will result in the **full booking fee being payable**.
- Emergency cancellations will be reviewed **on a case-by-case basis**.

Drop-In Visit Cancellations

Due to the shorter nature of these visits:

- Cancellations made **more than 48 hours before the scheduled visit** may be refunded or transferred to another available date.
- Cancellations made **within 48 hours of the scheduled visit** are non-refundable.
- If The Zippy Zoomers has already arrived at the property or begun providing care, the full visit fee remains payable.

Cancellation by The Zippy Zoomers

We always aim to provide reliable and consistent care. However, there may be rare occasions where we are unable to provide a service.

Cancellation Due to Illness, Injury or Emergency

Whilst every effort will be made to fulfil all confirmed bookings, there may be rare occasions where The Zippy Zoomers is unable to provide services due to illness, injury or circumstances beyond our reasonable control.

Where possible, reasonable notice will be provided, and we will endeavour to assist in finding an alternative pet care provider where appropriate. Any services that cannot be provided will be **refunded in full**.

Cancellation Due to Safety or Breach of Agreement

The Zippy Zoomers reserves the right to refuse or terminate services immediately where, in our reasonable opinion, continuing the booking would place the sitter, the pet or others at risk, or where the terms of this agreement have not been met.

This includes, but is not limited to:

- A pet displaying aggressive, dangerous or unmanageable behaviour that was not disclosed prior to the booking.
- Unsafe, unhygienic or hazardous conditions within the property.
- Failure to provide accurate information regarding the pet's health, behaviour or care requirements.
- Failure to provide safe access to the property.
- Outstanding unpaid invoices.
- Abusive, threatening or inappropriate behaviour towards The Zippy Zoomers.

Where services are cancelled or terminated for any of the above reasons, **the full booking fee may remain payable**.

At the sole discretion of The Zippy Zoomers, a **partial refund may be considered** depending on:

- The reason for cancellation.
- The length of the booking.

- The amount of care already provided.
- The circumstances involved.

By confirming a booking, you acknowledge that The Zippy Zoomers may have reserved this time specifically for your pet and may have declined other enquiries in order to provide this service.

Additional Fees

Every pet is different, and some may require a little extra time, support or preparation. We will always discuss any additional charges with you before providing the service wherever possible.

Additional charges may apply for:

- Puppies or pets requiring additional care.
- Pets requiring medication or more complex care routines.
- Pets who cannot be left alone and require constant supervision.
- Overnight stays.
- Peak periods such as Christmas, New Year, Easter or school holidays.
- Additional pets not included within the original booking.
- Additional requests outside of the agreed pet sitting service.

Any additional charges will always be discussed and agreed with you before being applied, unless immediate action is required to protect the welfare or safety of your pet.

Overnight Pet Sitting

Overnight pet sitting includes staying overnight at your property and providing care for your pet during the agreed booking period.

This may include:

- Evening and morning feeding routines.
- Medication where previously agreed.
- Toilet breaks.
- Comfort, companionship and reassurance.
- Maintaining your pet's normal routine as closely as possible.

Overnight sitting is designed to provide your pet with care and company overnight. It does **NOT** automatically include continuous 24-hour supervision.

Unless a constant care arrangement has been specifically agreed, the sitter may leave the property during the day to fulfil other commitments, including other pet care appointments.

Constant supervision (where a pet cannot be left alone at any point) must be discussed and agreed before booking and may incur an additional charge.

House Care During Pet Sitting

As part of overnight and longer pet sitting stays, we are happy to help with small home care tasks that help keep your home secure and your pet's routine running smoothly.

House care may include:

- Bringing bins in or putting them out.
- Watering plants.
- Opening or closing curtains.
- Collecting post or parcels.
- Removing bed sheets at the end of an overnight stay.
- Cleaning surfaces used during the stay.

Please note that house care tasks are a complimentary part of our service and are not intended to replace professional cleaning or household services.

Anything beyond the above should be discussed and agreed before the booking begins and may incur an additional charge.

Pet Requirements & Behaviour

At The Zippy Zoomers, your pet's safety, comfort and wellbeing are always our priority.

To help us provide the best care possible:

- All pets must be up-to-date on vaccinations and flea/worm treatment.
- Pets must be comfortable with new people entering their home and providing care.
- Clients must provide accurate information about their pet's behaviour, personality and needs.
- Any known behavioural concerns, fears, triggers or risks must be shared before the booking begins.

Clients must disclose any known behavioural concerns, including nervous behaviours, guarding behaviours, escape risks, bite history or situations where their pet may react negatively.

If a pet displays behaviour that places themselves, The Zippy Zoomers, other animals or members of the public at risk, services may need to be paused or ended.

Where this happens, we will contact you or your emergency contact to discuss the next steps and arrange alternative care where possible.

You will be responsible for any damage caused by your pet to your home, other property or belongings.

Extra Pets

If there are other pets within the property (apart from those included within the booking), please let us know on your service request form or before your booking begins.

This includes pets that may not require care but will still be present within the home.

This information helps us ensure we can safely plan your pet's care and make sure the environment is suitable for everyone involved.

Animal Welfare Concerns & Reporting

At The Zippy Zoomers, the health, happiness and welfare of every pet in our care is extremely important to us.

During the provision of pet sitting services, if we observe concerns relating to an animal's health, safety or welfare, we will raise these concerns with the client where appropriate.

This may include:

- Changes in behaviour or temperament.
- Signs of illness, injury, pain or discomfort.
- Changes in eating, drinking or toileting habits.
- Signs of stress, fear or anxiety.
- Any concerns regarding your pet's general welfare.

Where appropriate, we will discuss any concerns with you so we can work together to decide the best next steps.

Where The Zippy Zoomers has reasonable concerns that an animal may be experiencing neglect, cruelty, suffering or a serious welfare issue, we reserve the right to take appropriate action to protect the animal's wellbeing.

This may include contacting relevant organisations, such as animal welfare charities, veterinary professionals, local authorities or emergency services where necessary.

Where possible and appropriate, we will attempt to discuss concerns with the owner first. However, if we believe an animal may be at immediate risk, a report may be made without prior notification.

Client Responsibilities, Home Safety & Access

To help us provide the safest and best possible care for your pet, clients are responsible for ensuring:

- Safe and secure access to the property is provided before the booking begins.
- Keys, access codes or instructions are accurate and working.
- The home environment is safe, secure and suitable for pet care.
- Any hazards or risks within the home or garden are communicated before the booking.

Keys will be returned at the end of the service unless alternative arrangements have been agreed.

Where agreed, The Zippy Zoomers may securely retain keys for future bookings. Clients can request the return of keys at any time unless alternative arrangements have been made.

The Zippy Zoomers is not responsible for damages or accidents resulting from:

- Faulty locks.
- Unsafe access points.
- Unsecured doors, windows, gates or fencing.
- Hazards within the home or garden.
- Pets having access to unsafe items or areas.

Lost keys due to negligence by The Zippy Zoomers will result in reasonable replacement costs being covered.

If keys, access details or security information are provided, clients should ensure these are shared securely and only with people who need access.

Other People Entering the Property

If anyone else (for example family members, friends, cleaners or contractors) will be entering the property during your absence, please let us know in advance.

This allows us to make sure your pet's routine, safety and security are not affected.

CCTV & Recording Devices

We understand that many owners use cameras to keep an eye on their pets and homes while they are away.

If CCTV, recording devices or internal cameras are operating within the property, please inform The Zippy Zoomers before the booking begins.

Cameras in communal living areas are acceptable.

Cameras in private areas such as bathrooms or bedrooms must not record whilst services are being provided.

If cameras are discovered during a booking that were not previously disclosed, The Zippy Zoomers reserves the right to discuss this with the client and review whether services can continue.

Pet Supplies & Equipment

Clients are responsible for ensuring that all necessary supplies and equipment are available for the duration of the booking.

This includes (where applicable):

- Food and treats.
- Medication.
- Leads, harnesses, collars & muzzles.
- Litter supplies.
- Cleaning products required for pet accidents.
- Any other items needed for your pet's routine.

If The Zippy Zoomers needs to purchase essential supplies during a booking, these costs must be reimbursed by the client (unless agreed otherwise).

We recommend providing a little extra food, medication and supplies in case of unexpected delays to your return home.

Access Failure

If we are unable to access the property at the agreed time due to client error (for example, incorrect access details, missing keys or unavailable entry), the scheduled service fee will still apply.

If re-entry requires a locksmith or other emergency assistance, any associated costs will be the responsibility of the client.

Medical & Emergency Care

Your pet's health and wellbeing is always our priority. To help us provide the best care possible, please ensure all medical information and instructions are provided before the start of your booking.

Medication will only be administered where this has been discussed and agreed in advance.

Clients must provide clear instructions, including:

- The name of the medication.
- The dosage required.
- How and when it should be given.
- Any important information or side effects we should be aware of.

Whilst every reasonable care will be taken when administering medication, The Zippy Zoomers cannot accept responsibility for complications arising from a pre-existing condition, incorrect information provided by the client, or reactions that could not reasonably have been anticipated.

Veterinary Emergencies

In the event of an emergency, we will attempt to contact you and your nominated emergency contact as soon as reasonably possible.

If veterinary attention is required and you cannot be reached, The Zippy Zoomers is authorised to seek appropriate veterinary advice and arrange treatment where necessary to protect your pet's welfare.

This may include transporting your pet to your registered veterinary practice or the nearest suitable veterinary practice.

The client is responsible for all veterinary costs, medication costs and any reasonable transport expenses incurred during their absence.

Clients authorise The Zippy Zoomers to make decisions relating to urgent veterinary care where delaying treatment may negatively affect the welfare of the pet and contact cannot be made.

Veterinary Details

Clients must provide:

- The name and contact details of their usual veterinary practice.
- Details of any ongoing medical conditions.
- Any relevant insurance information (if applicable).

Please ensure your pet's veterinary details are kept up to date, particularly if you change veterinary practice before a booking.

Unexpected Delays & Extended Bookings

If you are unable to return home as planned (for example due to travel delays, illness or emergencies), please contact The Zippy Zoomers as soon as possible.

Every effort will be made to continue caring for your pet, subject to availability.

Any additional visits, care or extended services required will be charged at the current rates.

If we are unable to continue providing care due to availability, we will contact your emergency contact to arrange suitable alternative care where possible.

Emergency Contact

Clients must provide at least one emergency contact who:

- Is aware they have been listed as an emergency contact.
- Is ideally local or able to assist if needed.
- Can make decisions regarding your pet if you are unavailable.

Please ensure emergency contact details are kept up to date.

Your emergency contact should only be someone you trust to make decisions regarding your pet's care if you cannot be reached.

Visit Times & Scheduling

We will always do our best to attend visits at the agreed time and maintain your pet's normal routine.

However, visit times are approximate and may occasionally vary due to circumstances outside of our control, including:

- Traffic.
- Road closures.
- Emergencies.
- Adverse weather conditions.

- Delays caused by previous appointments.

Unless a specific arrival time has been agreed in advance, visits may take place within **30 minutes either side of the scheduled time**.

If a significant delay is expected, The Zippy Zoomers will contact you as soon as reasonably possible.

Where medication or other time-sensitive care is required, please let us know when booking so we can plan visits appropriately.

Every reasonable effort will be made to attend at the agreed time.

If your pet requires medication or care at an **exact time** that cannot be flexible, please discuss this before booking so we can confirm whether we are able to meet those requirements.

Inclement Weather

The safety of your pet and The Zippy Zoomers is always our priority.

In severe weather conditions, we may need to make adjustments to visits to ensure everyone remains safe.

This may include:

- Adjusting visit times where travel conditions are unsafe.
- Limiting outdoor time during extreme temperatures.
- Adapting activities to suit the weather conditions.
- Prioritising essential care needs if roads or access routes become unsafe.

If roads are impassable or we are unable to safely reach a property, we will contact you as soon as possible and discuss the best option for your pet's care.

For any dog walking included in the pet sitting service, walks may be replaced with drop-in visits/indoor enrichment when temperatures reach **23°C+**, or lower for individual pets who are considered higher risk (for example flat-faced breeds or pets with health concerns).

We recommend clients leave suitable indoor enrichment options available where outdoor activities may need to be reduced due to weather conditions

Service Disruptions & Circumstances Beyond Our Control

Whilst we always aim to provide a reliable and consistent service, there may occasionally be situations outside of our control that affect our ability to provide care.

This may include (but is not limited to):

- Severe weather conditions.
- Road closures or travel disruption.
- Illness or injury.
- Emergencies.
- Unexpected safety concerns.
- Other circumstances that could not reasonably have been anticipated.

Where possible, we will provide notice and communicate with you as soon as we can.

Where we are unable to provide a service due to circumstances beyond our reasonable control, we will work with you to find the best available solution for your pet's needs.

Photos & Social Media

We love sharing photos and updates of the lovely pets we care for! 🐾

Photos may be taken during visits to keep you updated on how your pet is doing and, with your permission, may be shared on The Zippy Zoomers' social media pages.

Please let us know if you **do not** want your pet featured online.

Photos and videos may also be taken privately for care records, including documenting your pet's routine, any concerns, incidents or unusual behaviour. These will only be used for professional purposes and will not be shared publicly without permission.

Data Protection & Client Information

We take your privacy seriously and only collect information needed to provide safe and effective pet care.

Client information may include:

- Contact details.
- Pet information.
- Veterinary details.
- Emergency contact information.

- Access details required to provide the service.

This information will be stored securely and used only for purposes connected with providing pet care services.

Client information will not be shared with third parties unless required to provide care, deal with an emergency, comply with legal requirements or protect animal welfare.

Clients are responsible for informing The Zippy Zoomers if their contact details, emergency contacts, veterinary details or access information change.

Insurance & Professional Standards

At The Zippy Zoomers, we take pride in providing a safe, professional and compassionate pet sitting service.

The Zippy Zoomers holds appropriate insurance for the pet sitting services provided. Details of our insurance cover are available upon request.

For your peace of mind:

- Lucy is **DBS checked**.
- Lucy is **Canine Health & First Aid trained**.
- Lucy has completed **Professional Pet Sitting training**.
- Lucy is committed to providing a safe, reliable and caring service, treating every pet with the same kindness and respect as her own.

Clients remain responsible for ensuring they have appropriate home and pet insurance in place where required.

Complaints & Feedback

At The Zippy Zoomers, we always want to provide the best possible care for both pets and their owners.

We welcome feedback and encourage clients to get in touch if they have any questions, concerns or anything they would like to discuss.

If you are unhappy with any part of the service provided, please contact us as soon as possible so we have the opportunity to understand your concerns and work towards a resolution.

Concerns should ideally be raised within a reasonable timeframe after the service has taken place, as this allows us to investigate and respond as accurately as possible.

Liability

At The Zippy Zoomers, we are committed to providing a professional, reliable and compassionate pet sitting service. We will always provide care with your pet's safety and wellbeing as our priority and will exercise reasonable care and skill whilst looking after your pet and your home.

By agreeing to these Terms & Conditions, you acknowledge that:

- You remain the legal owner of your pet and are responsible for providing accurate and up-to-date information regarding their health, behaviour, routine and care requirements.
- The Zippy Zoomers cannot be held responsible for issues arising from pre-existing medical conditions, undisclosed behavioural concerns, inaccurate information provided by the client, or circumstances outside of our reasonable control.
- Whilst every reasonable precaution will be taken, animals can behave unpredictably and there is always an element of risk when caring for pets. We cannot guarantee that accidents, illness, injury, escape or damage will never occur.
- Clients are responsible for ensuring their home, garden and access points are safe and secure, including doors, windows, gates and fencing.
- The Zippy Zoomers cannot accept responsibility for incidents resulting from unsafe environments, defective equipment, inadequate security or hazards that have not been communicated to us.
- Clients remain responsible for any damage caused by their pet to property, other animals or people, except where this occurs as a result of negligence by The Zippy Zoomers.

Where veterinary treatment is required to protect your pet's welfare, this may be sought. Any veterinary fees, medication costs and reasonable transport expenses incurred remain the responsibility of the client.

Clients agree that The Zippy Zoomers may take reasonable steps to protect the welfare and safety of pets in our care, even where immediate contact with the owner cannot be made.

Nothing within these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or any other liability that cannot legally be excluded.

Agreement Acceptance

By ticking "I agree" on the client information form, you confirm that:

- You have read and understood these Terms & Conditions.
- You agree to the policies and requirements outlined above.
- You understand your responsibilities as a pet owner/client.
- You have provided accurate information about your pet, their needs and your home arrangements.

These Terms & Conditions apply to all future bookings with The Zippy Zoomers unless updated or replaced.

The Zippy Zoomers reserves the right to update these Terms & Conditions when required. Clients will be notified of any significant changes before future bookings take place.

Contact us:

Lucy Thomas

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