



# Client Agreement

Our responsibilities to you:

- We will ensure that at all times we behave in a professional way and in the best interests of your pet.
- In the event of a medical emergency whilst caring for your pet we will make every effort to contact you (or a third party nominated by you) before taking any action. However, should it prove impossible to make contact, we reserve the right to take action on your behalf, but only after seeking the advice of a vet.

Your responsibilities to us:

- You will ensure that your pet(s) have current vaccination certificates and that they receive the recommended flea and worming treatments.
- You agree to reimburse us for any vet’s fees that we incur on your behalf.
- You undertake to advise us of any behaviours or characteristics that your pet may demonstrate which might impact on their suitability to be cared for by ourselves. This might include, for example, aggression towards other pets or people, lack of house training, chewing furniture, or very noisy and persistent barking.
- We regret that we cannot accept responsibility for pregnancies to bitches when they are in season.
- Please note that we cannot board or sit your pet unless we have copies of current vaccination certificates and details of worming and flea treatments.

Fees policy:

- For pet boarding purposes, charges are per day (i.e. not per night). In practice this means that a one week stay from, for example Sunday to Sunday, is charged as eight days’ boarding. Our current fees are available on this website at [www.pethappylondon.co.uk](http://www.pethappylondon.co.uk).
- A 50% non-returnable deposit is payable at the time of booking with the balance being payable on the first day of service.

I accept the terms and conditions as described here:

Owner’s name: .....

Owner’s signature: .....

Date: .....