

# TERMS AND CONDITIONS, PRIVACY POLICY AND PRICING INFORMATION

## Transporting Dogs and Cats (Apr 2021)

### Pet Examinations

4 Paws Mobile Services will not be held liable for any pre-existing medical conditions or other problems found with your pet during transportation.

If your pet has medical issues, please disclose them fully to us at time of booking so that we can take them into consideration.

### Pet Health

If your pet is unwell (e.g. vomiting, diarrhoea or kennel cough) please let us know when booking. This is for the comfort and the safety of all our canine and feline clients. Please advise our staff of any change to your dog's health or medical condition upon arrival so that we may update your pet's file.

### Our insurance

We carry full Public Liability Insurance cover. Full details are available on request.

### Fleas

Please note that pets with fleas cannot be carried. If your pet has fleas, please treat them prior to booking our service.

Should your pet have an infestation which is discovered while in transit a **flea surcharge of £30** for dogs and cats will be payable. (This covers the cost of thoroughly cleansing and disinfecting the vehicle).

### Cancellations

If you do need to cancel, please notify us during office hours (our working hours are Monday to Friday 9.00 - 17.00). If notice of cancellation is received less than one full working day before the booking, 100% of the fee will be payable and if notice is received between one and two full working days prior to the booking, 50% of the fee will be payable. If a booking is made less than one working day in advance it will not be cancellable without payment of the full fee.

If your cat is due to be transported by us, please keep the cat securely in the house until we arrive. We will charge for a missed booking if your cat has been let out.

Please call us as soon as you can if you need to change your booking. We will always try to accommodate any changes you may need to make.

### Our staff

Our number one priority is your pet's welfare. We all love animals and have many years of experience in their care and training. 4 Paws Mobile Services reserves the right to refuse to transport aggressive or difficult pets or those with behaviour problems. You must inform us

if your pet is known to be aggressive or has ever bitten anyone. We are able to handle difficult pets, but only if we are aware of the background. If a dog or cat is traumatized or stressed by being transported, we will recommend that you speak to your vet about medication to help calm them so that they can be transported safely. If sedation is needed, we are happy to work alongside your vet. Please let us know ahead of time so we can coordinate the process.

### **Helpful hints**

Before the 4 Paws Taxi & Ambulance visits you, please allow your dog to go to the toilet. We realise that accidents do happen but we like the pets we carry to feel relaxed during their journey.

### **Payment**

We accept debit cards and all major credit cards. We do not accept cheques or cash. ***Card details are taken at the time of booking.***

### **Our Services**

We provide a professional and caring service transporting dogs and cats for pet owners, veterinary practices, animal charities and veterinary referral hospitals for routine, non-urgent and emergency transport.

Our vehicles have been specially designed and purpose built to transport dogs and cats in the safest and most comfortable way possible. They are fully lined with special hygienic insulation and have air conditioning, heating, lighting and CCTV throughout. Our vehicles are licensed by DEFRA

They are equipped with oxygen (and appropriate masks), separate intensive care units, stretchers to transport sick dogs safely and easily, cooling mats, warming mats, microchip scanners and comprehensive first aid kits.

All our staff have previously worked in veterinary practices, are experienced in dealing with emergency situations and have completed relevant first aid courses.

### **Pet Taxi**

We can transport your pet over long or short distances, for pick-ups and drop-offs, veterinary appointments, trips to the groomers or to boarding kennels.

We have Type 2 Animal Transporter Authorisation from DEFRA.

Our vehicles are thoroughly disinfected after each journey using veterinary grade disinfectant.

We monitor the animals throughout the journey by CCTV.

The kennels are safe and secure with specially designed escape doors.

We can also transport your pet, by road, internationally.

Please contact us for more information or to book a slot.

## **Animal Ambulance**

Our vehicles have been specifically designed to transport sick and injured animals safely and comfortably.

We can transport sick and injured animals to a veterinary practice from your home or from a veterinary practice to a veterinary referral centre.

We can also transport deceased animals for cremation and, if required, will collect and return ashes.

## **PRICES**

We charge £60 per hour, chargeable in half hour increments (or parts thereof). We do not charge for mileage and the charging period commences on arrival at the pick-up location and ends when we leave the destination address. A minimum charge of £30 applies.

For longer journeys please ask us for a quote.

All our prices include VAT.

## **Data Protection**

Client data will be treated in accordance with the principles of both the Data Protection Act and GDPR Regulations and will not be shared with third parties.

## **Privacy Notice**

4 Paws Mobile Services is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice. We may change this policy from time to time and will update clients should we need to do so. This notice is effective from 28th April 2021.

### **What we collect:**

#### **We may collect the following information:**

- Name.
- Contact information including phone number and email address.
- Collection and destination addresses.
- Pet's name, breed, age and medical history.

We do not keep any records of credit or debit cards. These are held securely by our card processor.

#### **What we do with the information we gather:**

We require this information to be able to provide you with a high quality, reliable service, and for internal record keeping to allow us to comply with all legal requirements.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting as a pet owner, using the email address which you have provided.

We will not provide your information to any third party for any purpose.

By submitting your personal information to us you consent to us using it in line with the policies outlined above.

If you wish us to amend any information we hold about you at any time please contact us on 0330 100 1033 or email [info@4pawsmobileservices.com](mailto:info@4pawsmobileservices.com)

**What if I don't want to hear from 4 Paws Mobile Services?**

You can, of course, request that we stop contacting you at any time. However, this means that you will miss out on information and access to news and events.

**4 Paws Taxi & Ambulance and 4 Paws Mobile Services are trading styles of 4 Paws Mobile Spa Ltd.**

**Company Number: 08261043**

**VAT Registration Number: 192 3353 08**