

TERMS AND CONDITIONS, PRIVACY POLICY AND PRICING INFORMATION

Transporting Dogs and Cats (January 2022)

Pet Condition

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

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.

i. For journeys under 6 hours

If you do need to cancel, please notify us during office hours (our working hours are Monday to Friday 09.00 - 17.00). If notice of cancellation is received less than one full working day before the booking, a £60 fee will be payable and if notice is received between one and two full working days prior to the booking, a £30 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 £60 fee.

ii. For journeys over 6 hours

For longer journeys we will discuss cancellation charges prior to booking.

Our staff

Our number one priority is your pet's welfare. We all love animals and have many years of experience in their care, handling 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 co-ordinate the process.

Helpful hints

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

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 is not available because it has been let out.

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.*** Your card will be charged on completion of the journey and a receipt will be emailed to you.

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 help transport sick dogs safely and easily, cooling mats, warming mats, microchip scanners and comprehensive first aid kits.

All our staff have previously worked in animal care environments, 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 animals throughout the journey by CCTV.

The on-board 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

For journeys up to 6 hours we charge £60 per hour, chargeable in half hour (£30) increments (or parts thereof). This includes up to 40 miles distance travelled per hour charged. Any additional mileage is charged at £1.20 per mile.

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. A surcharge of 30% of the hourly rate is applied to any part of the journey taking place between 6pm and 11pm during weekdays and between 8am and 11pm at weekends. A 50% surcharge is made for any part of the journey taking place between 11pm and 8am on any day of the week.

Additional travel costs, such as road or bridge tolls, will be added to the cost of the journey. Should we need to use the on-board oxygen supply a charge of £10 per hour of usage will be charged.

Any journeys which we are unable, for reasons beyond our control, to commence on arrival at the pick-up location are subject to a cancellation charge of £60.

Please ask us for an estimate of the likely cost of your pet's journey. We are also happy to quote for any journeys of over six hours duration, including those involving travel to or from European destinations.

VAT at the standard rate will be added to all charges.

Data Protection

Client data will be treated in accordance with the principles of both the Data Protection Act and GDPR Regulations currently in force 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 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 31st October 2021.

Information we collect:

We may collect the following information:

- Your 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 records of credit or debit card details. These are held securely by our card processor.

What we do with the information we gather:

We require the above 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 unless required to do so by law. 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

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