VIP Pet Care

PRICING AND CANCELLATION POLICY

If you are travelling abroad, please ensure you have allowed for any difference in time zones and that your ARRIVAL back in the UK is correct.

It is extremely important that booking dates and times are correct due to preparation and travel time to my next client.

When your pet is in my care, its health, happiness and wellbeing is my absolute priority. I only look after YOUR pets when I am with them, nobody else's and am covered by insurance for all aspects of caring for your pets.

***Payments**: a detailed breakdown of your booking will be provided on an invoice - payable on your return.*

- A deposit (25% of total booking cost) is required to secure the requested dates as soon as they have been confirmed. This may be returned or retained in accordance with the ***Cancellation Policy***.

***Cancellation Policy**:* If you need to **cancel or change** the booking, please let me know as soon as possible via telephone or face to face in the first instance to ensure the cancellation has been noted. Please follow this up with a SMS text or WhatsApp message.

- If the cancellation is confirmed **more than** 2 weeks before the booking start date, any deposit or payments already made will be refunded within 48 hours after the receipt of the cancellation.

- If the cancellation is **less than** 2 weeks before the booking start date, the deposit will be retained.

- If **VIP Pet Care** needs to cancel at any time, **ALL** booking payments will be refunded at the time of cancelling.

***Payment details**:*

Account Name: Stephanie Priest
Number: 5766 8982 Sort code: 09-01-36
Reference: [*Your pet's name + Family name*]

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Boarding and Pet Sitting	FEE
Standard Rate per 24 hour stay (e.g. from 10.00am Monday to 10.00am Tuesday)	**£70**
Mileage/Travel • **Boarding**: pre-arranged collection and drop-off back to pet's home	**£10 +** **£0.30p per mile**
• **Pet/House Sitting**: return trip from ST6 to pet's home	**£0.30p per mile**
• **Pet Related Journeys**: alternative dog walk destinations, vets, pet provisions	**£0.30p per mile** **+ any parking fees**
PUBLIC HOLIDAYS	**£140**

Really important - at the time of booking, please let me know your departure and return TIMES as well as dates.

Booking Information: Full breakdown will be on the invoice	**START: time/date**	**END: time/date**	**Total**

- HMRC business mileage flat rate: £ 0.45p/mile: covers fuel, maintenance, repairs, MOT, insurance, vehicle tax etc.
- Based on a standard work day of 7 hours @ £ 10.40 per hour (NMW 2023)