

# Terms of Business

These Terms of Business are the standard terms which apply to all branches of We Love Pets. Please read them carefully and ensure that you understand and agree to them. If you have any questions, please contact us.

Any reference to 'us', 'we' or 'our' means your local branch of We Love Pets.

Any reference to 'Form' means the 'Service, Information and Agreement' Form, used to book a Service from us.

Any reference to 'Service' means a pet service detailed at [www.welovepets.co.uk/services](http://www.welovepets.co.uk/services) which you have booked in the Form.

## 1. Contract & Orders

- a. These 'Terms of Business', the Form and the 'Service Agreement' forms our Contact and Agreement with you.
- b. When (but not before) you have returned the signed Form a legally binding Contract between you and us is created for us to provide a Services detailed on the Form and for you to pay for the Service.
- c. Each time you wish to order a new Service you must complete a new Form, either by emailing us or by complete our online booking.
- d. No Service will be confirmed until we have conducted a visit to your property and met with your pet.

## 2. Price

- a. The price of the Service will be the price detailed on our branch website at the time of booking the Service.
- b. All prices are
  - 2.b.1 In Pound Sterling (£), and
  - 2.b.2 are exclusive of VAT unless otherwise stated.
- c. We take all reasonable care to ensure that the price of the Service stated on our website are correct and UpToDate.
- d. We will notify you in writing with notice of 14 days of any price increase. You may cancel the service within 7 days of this notice if you are unhappy with the price increase.

## 3. Payment

- a. We will invoice you for the Service provided.
- b. You must pay each invoice within 7 days of receiving it.
- c. We accept the following methods of payment:

3.c.1 BACS; and

3.c.2 cheque.

d. If payment is made by cheque, the cheque must clear within 14 days of the invoice date.

e. If you do not pay an invoice by the due date we may:

3.e.1 charge you interest on the overdue sum at the rate of 8% above the base rate of the Bank of England from time to time until payment is made in full. Interest will accrue on a daily basis from the due date until the actual date of payment, whether before or after judgment; and

3.e.2 send you remind letters charged at £12 per letter until the debt is paid off.

f. If you have promptly contacted Us to dispute an invoice in good faith, we will not charge interest while such a dispute is ongoing.

## 4. Our Services

a. We will provide the Service in accordance with the specification set out in the Form (as may be amended by agreement between you and us from time to time) and in the Service Agreement.

b. We will begin to provide the Service on the agreed start date and will continue to provide the Services until the Contract is terminated by you or us in accordance with these Terms of Business.

## 5. Problems with Our Service

We always use reasonable efforts to ensure that our provision of the Services is trouble-free. If, however, there is a problem with the Services we request that you inform us as soon as is reasonably possible. We will use reasonable efforts to remedy problems with the Services as quickly as is reasonably possible and practical.

## 6. Complaints and Feedback

We always welcome feedback from our customers and, while we always use all reasonable endeavours to ensure that your experience as a customer of ours is a positive one, we nevertheless want to hear from you if you have any cause for complaint.

If you wish to complain about any aspect of your dealings with us, please contact us by email or telephone.

## 7. Your Rights to Cancel a Pet Service

a. Dog walks must be cancelled with at least 48 hours' notice and all other services with at least 7 days' notice.

b. Cancellations need to be made by email to the branch responsible for your booking.

c. If you cancel outside the notice period detailed in this Clause 7, we have the right to charge you in full for the service.

d. Deposits are non-refundable.

## 8. Events Outside of Our Control (Force Majeure)

We will not be liable for any failure or delay in performing our obligations under the Contract where the failure or delay results from any cause that is beyond our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond our reasonable control.

## 9. Other Important Terms

- a. We may from time to time change these Terms of Business without giving you notice.
- b. We endeavour to provide you with consistency and use the same employee for the services you order, however we may freely assign, sub-contract or otherwise transfer in whole or in part the Contract to another We Love Pets employee or workers.
- c. In the event that your elected We Love Pets employee or branch owner terminates their employment or association with the branch this Contract between us and you will remain in place on the same terms.
- d. If any provision of the Service Agreement or these Terms of Business is held by any Court to be invalid or unenforceable in whole or in part the validity of the other provisions of the Contract and the remainder of the provision in question will not be affected.
- e. When using our website, please refer to our website user conditions. We may provide links to other, third party websites on our website. These links are for your information only and do not constitute any endorsement of any third-party products, services or information and you acknowledge and accept that any reliance upon such information shall be at your own risk.
- f. All intellectual property belonging to We Love Pets (including, without limitation, any information, documentation and/or materials produced in connection with the Services) are and shall remain fully vested in us. Nothing in these Terms shall grant to you any rights to, or in, patents, copyrights, database rights, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Services.
- g. We shall hold and process your data in accordance with The General Data Protection Regulation 2016/679. See our Privacy Policy.
- h. The views and/or opinions expressed by any of our employees (including, without limitation, any training personnel) during the provision of the Services (or otherwise) may not represent our views and/or opinions and we shall have no liability to you or any third party (whether in contract, tort, negligence or otherwise and howsoever arising) for any loss, damage, suffering, costs and/or expenses incurred resulting from the expression of such views and/or opinions by our employees.

## 10. Law and Jurisdiction

These Terms of Business, the Agreement, and the relationship between you and us (whether contractual or otherwise) shall be governed by and construed in accordance with the law of England & Wales.