

1. Thistle & Tails Booking Process Policy

At Thistle & Tails, every booking is tailored with care, clarity, and connection to ensure your pet receives the thoughtful, bespoke support they deserve.

Initial Enquiry & Meet-and-Greet

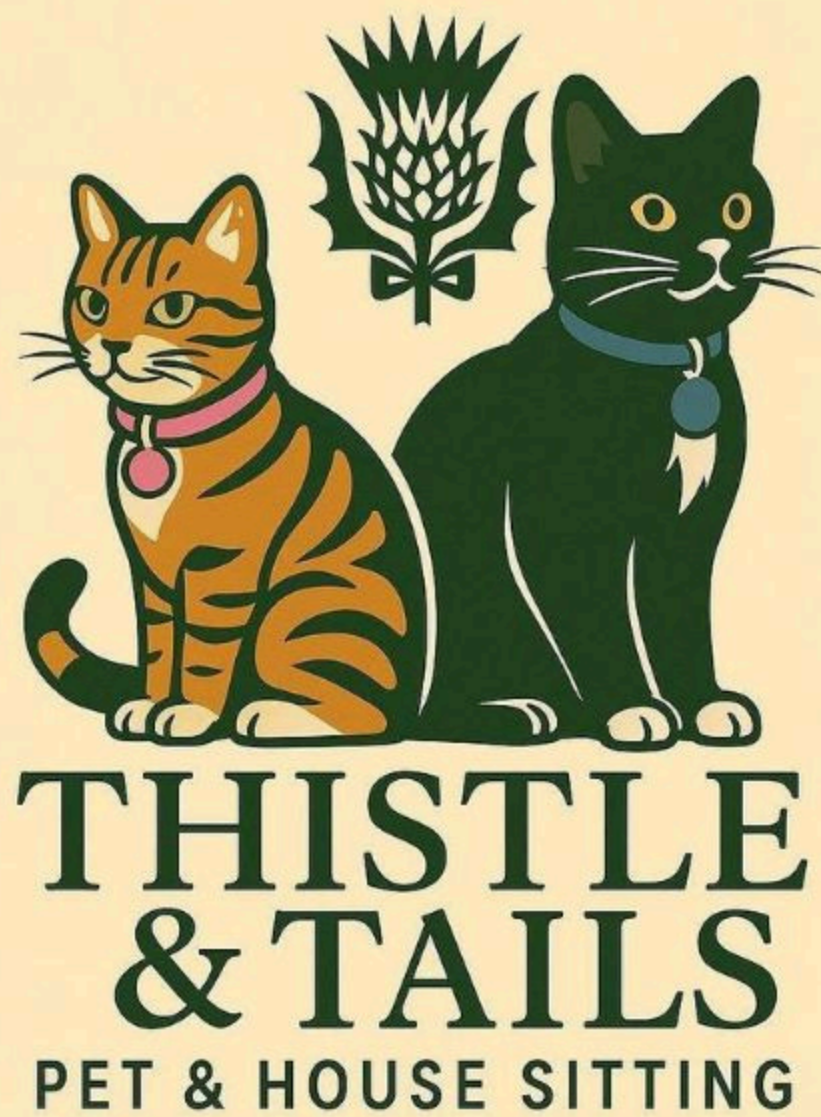
After your enquiry, we'll arrange a complimentary meet-and-greet (30 minutes or longer if needed). This relaxed session helps us get to know each other and ensures your pet feels safe and comfortable.

Before the visit, you'll receive an electronic Pet Information Form to complete. This form provides all the details I need to care for your pet.

During the meet-and-greet, we'll review the form together to clarify any points. I'll answer your questions and make sure your pet is at ease. If your pet is nervous, additional meet-and-greets can be arranged to keep the process calm and smooth.

The form covers:

- Pet Profile: Name, age, breed, and background.
- Behavioural Notes: Commands, quirks, petting preferences, social habits, and concerns.
- Medical History:
 - Vaccinations, flea, and worm treatments must be current.
 - If treatments aren't up to date, bookings can only proceed once completed with proof provided.
- Feeding & Dietary Needs: Schedule, preferences, allergies, and requirements.
- Training Schedule: Routines or cues to reinforce.
- Home Access & Security:
 - Entry instructions, key handover, and key safe options.
 - Household notes (alarms, off-limit areas, parking).



2. Service Policy

Thistle & Tails provides gentle, reliable in-home care for pets of all ages and personalities. Services may include:

- Feeding and fresh water
- Walks, playtime, and enrichment
- Litter tray or toileting area cleaning
- Medication administration (non-injectable)
- Overnight care
- Full move in care
- Exclusive care
- Basic home care (mail, plants, curtains, lights, security checks)
- Daily updates with photos and/or videos

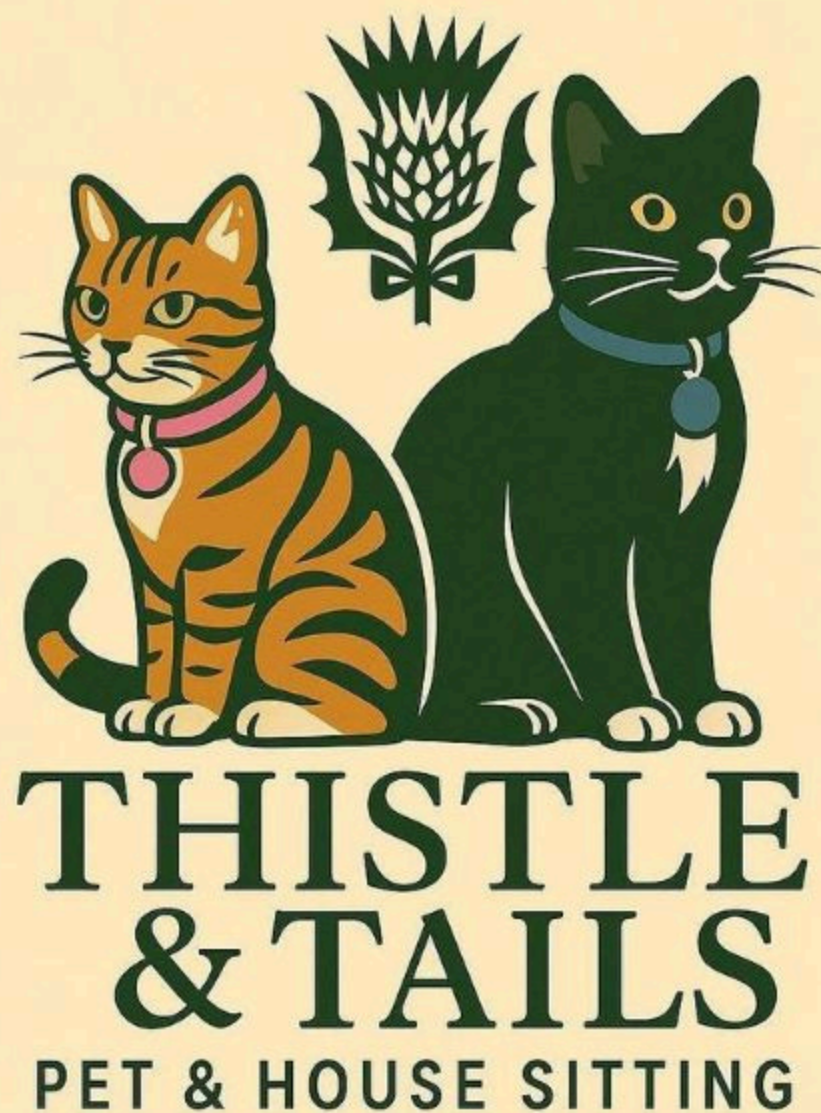
All care is tailored to your pet’s routine, comfort, and emotional wellbeing.

3. Booking & Payment Policy

To keep things fair and consistent:

- Bookings are confirmed once payment has been received.
- Each booking requires a 35% non-refundable deposit.
- Invoices are payable within 14 days unless otherwise stated.
- Annual service agreements cover a 12-month period, with each booking invoiced separately

Payment details including dates and a reminder of booking & Cancellation policy are included on every invoice.



4. Cancellation & Rescheduling Policy

Pet sitting bookings reserve dedicated time in my diary, often blocking out large parts of the day. To ensure fairness and protect availability for all clients, the following terms apply to all bookings.

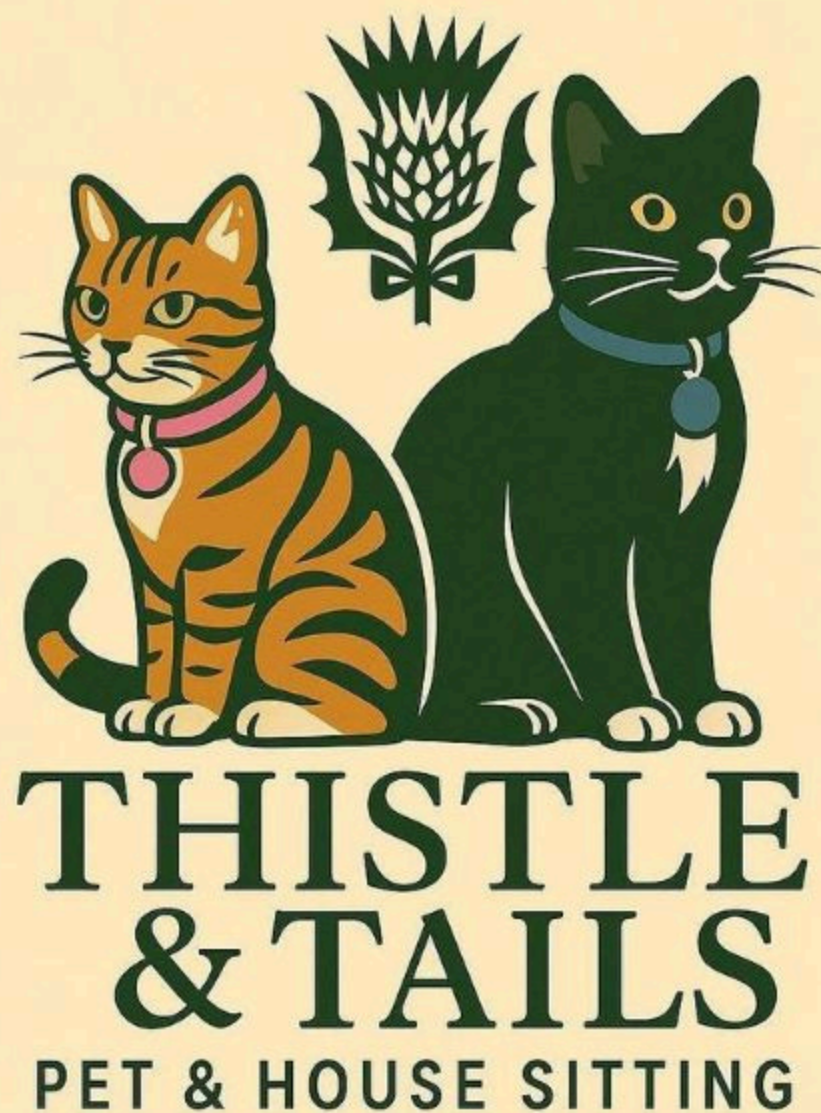
4.1 General Cancellation Policy (Sits Under 4 Days)

- More than 48 hours' notice:
 - Your 35% deposit is retained. Any remaining balance already paid will be refunded at 65%.
- Less than 48 hours' notice:
 - The full fee is payable.
- Rescheduling within 14 days:
 - Rescheduling is treated the same as cancellation and follows the terms above.
- Sits that include a walk: These are still classed as pet sitting bookings and follow this policy.

4.2 Long Sits (5 Days or More)

Longer sits reserve significant time in my schedule and limit availability for other clients. For this reason:

- 14 days' notice is required to cancel or rearrange a long sit.
- More than 14 days' notice:
 - Your 35% deposit is retained. Any remaining balance already paid will be refunded at 65%.
- Less than 14 days' notice:



4.2 Long Sits (5 Days or More) continued:

- The full fee is payable.
- Rescheduling:
 - Rearranging to a new date is not guaranteed due to existing bookings.
 - If a new date cannot be accommodated, the cancellation terms above apply.

Early Returns or Mid-Sit Cancellations

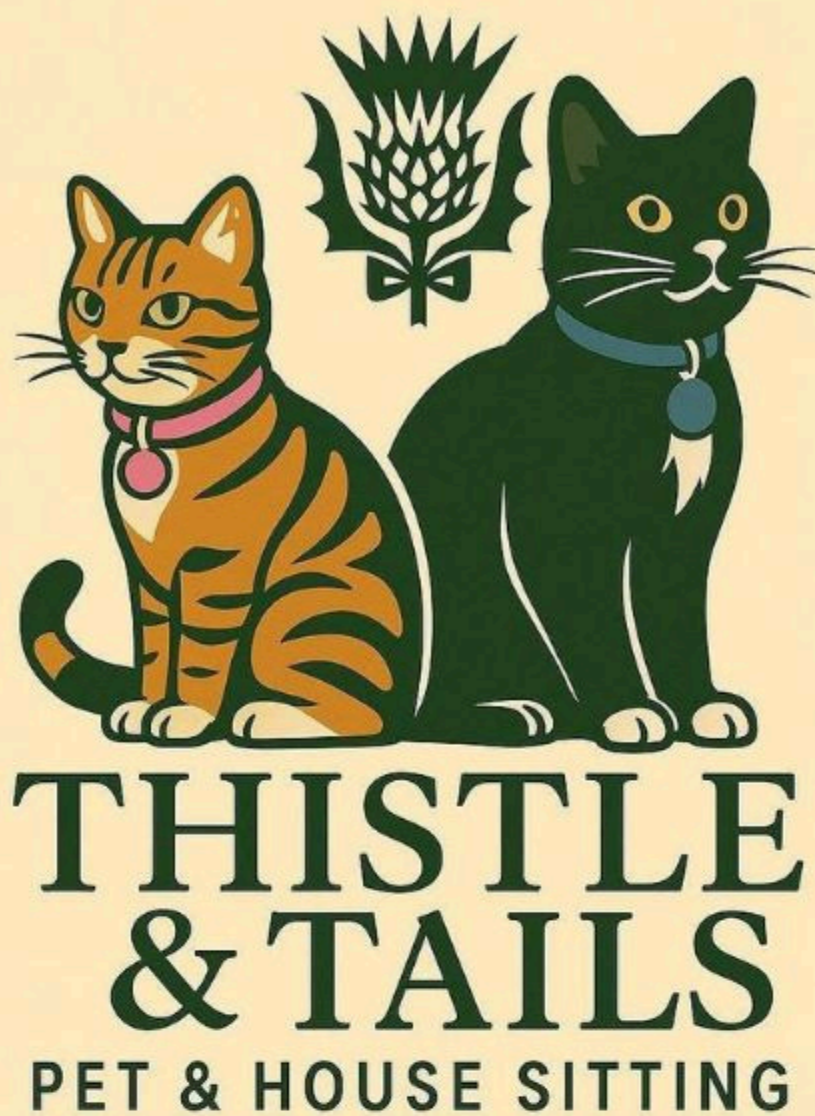
Once a sit has commenced, the full booking fee remains payable. If you return home earlier than planned or cancel partway through an ongoing sit, no refund or credit is issued for unused days. This is because the time has been reserved exclusively for your booking, and other clients have been turned away for those dates.

5. Dog Walking Cancellation Policy

Dog walking relies on a consistent routine and planned routes. Short-notice changes are difficult to fill.

Cancellation Charges:

- More than 72 hours' notice:
 - No charge.
- 72–48 hours' notice:
 - 50% of the walk fee is payable.
- 48–24 hours' notice:
 - 75% of the walk fee is payable.
- 24 hours or less:
 - The full walk fee is payable.



5.1 Rescheduling

Rescheduling within the notice periods above follows the same charges, as the reserved slot cannot usually be filled at short notice.

5.2 Mixed-Service Clients

If you book both pet sitting and dog walking in the same week:

- Cancelled sits follow the **pet sitting cancellation policy**
- Cancelled walks follow the **dog walking cancellation policy**
- Walks that take place within a sit are treated as part of the sit and follow the **pet sitting policy**

5.3 Regular Weekly Clients (Walking & Sitting)

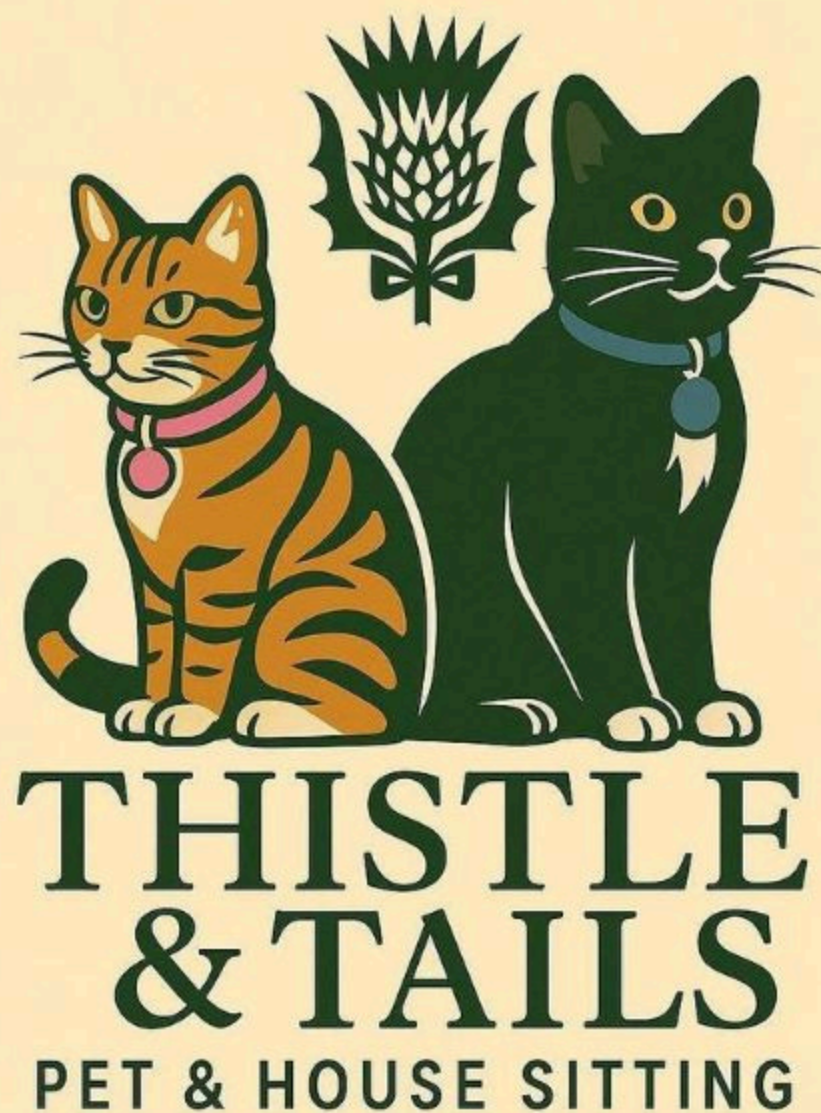
Regular weekly bookings - whether for dog walking or pet sitting - reserve a dedicated slot in my schedule each week. This time is held exclusively for your pet and cannot be offered to other clients.

To keep these slots sustainable:

- Frequent cancellations, changes, or rescheduling may mean the slot is no longer guaranteed.
- If the routine becomes inconsistent or difficult to maintain, the slot may be offered to another client who requires regular, reliable care.
- All cancellations or changes follow the relevant cancellation policy (dog walking or pet sitting), depending on the type of booking.

Why These Terms Exist

These policies ensure fairness, protect my availability for all clients, and reflect the time and commitment required to provide consistent, high-quality care. Thank you for your understanding and for valuing the time set aside for your pets



6. Emergency & Veterinary Care Policy

If your pet becomes unwell or injured during a booking:

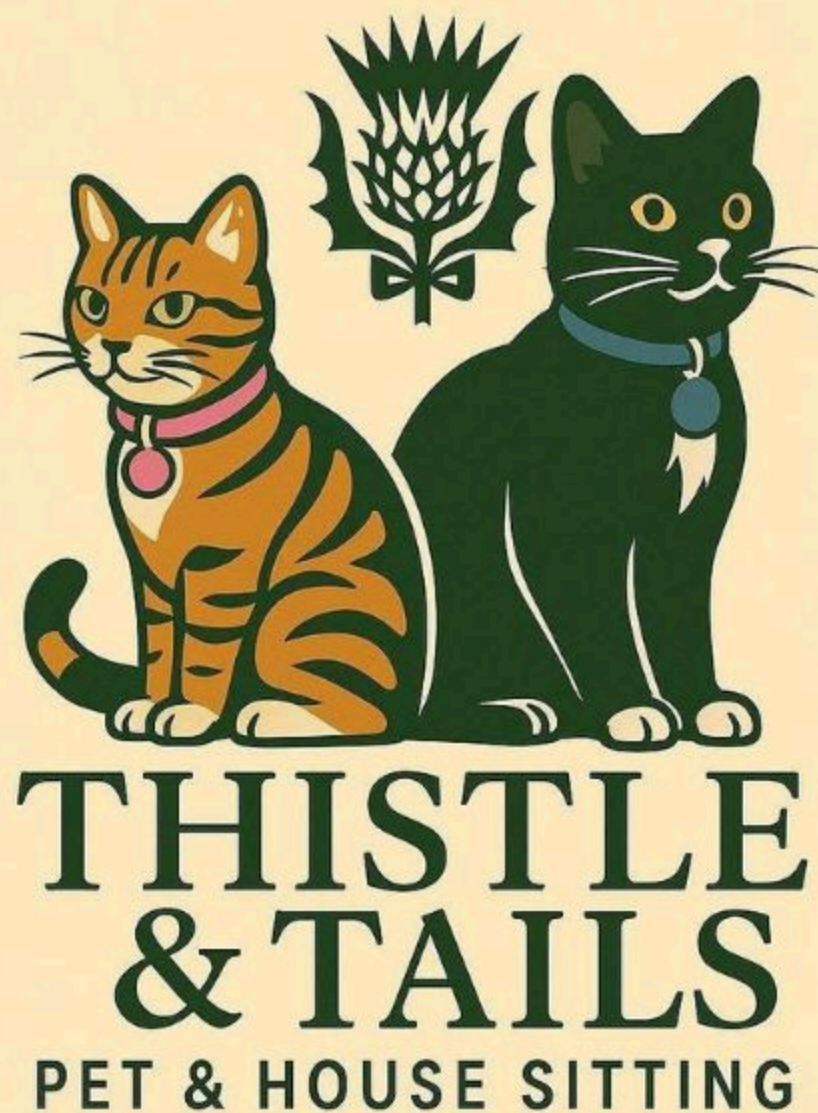
- I will make every reasonable effort to contact you immediately.
- If urgent care is required, I am authorised to seek veterinary treatment on your behalf and will always act in your pet's best interests.
- Clients agree to reimburse any veterinary costs incurred.
- Your chosen veterinary practice will be used whenever possible; if unavailable, the nearest suitable practice will be used.
- In situations where decisions need to be made quickly, I will use my judgement, training, and the information you've provided to ensure your pet receives timely, appropriate care. My priority is always their safety, comfort, and wellbeing.
- I will keep you updated as soon as it is safe and practical to do so, so you're never left in the dark during a stressful moment.

I care for every pet as if they were my own, and I treat every home with the same respect I'd want for mine. My policies are here to protect your pet, your peace of mind, and the quality of care I'm proud to provide. You can trust that I'll always act with honesty, compassion, and professionalism, no matter the situation. I will do everything I can to ensure the very best for your pet and you.

7. Keys, Access & Security Policy

Your home and privacy are treated with the utmost respect.

- Keys are stored securely in a locked key safe when not in use and labelled anonymously.
- Access codes are not stored or recorded beyond the booking period.
- Clients are responsible for changing or deactivating codes after their return.
- Keys and fobs will be returned as agreed at the end of the booking.



8. Keys, Access & Security Policy continued.

- Car park fobs or access passes must be provided where required for property or parking access.
- If I am unable to access your property due to circumstances outside my control (e.g., no keys left out, incorrect or changed access codes, lock changes, faulty locks, or missing fobs/passess), the visit will still be charged in full. This covers my travel time, schedule impact, and the duty of care I have already set aside for your pet.
- If paid parking is required because no parking pass or permit has been provided, any parking charges incurred will be reimbursed by the client.

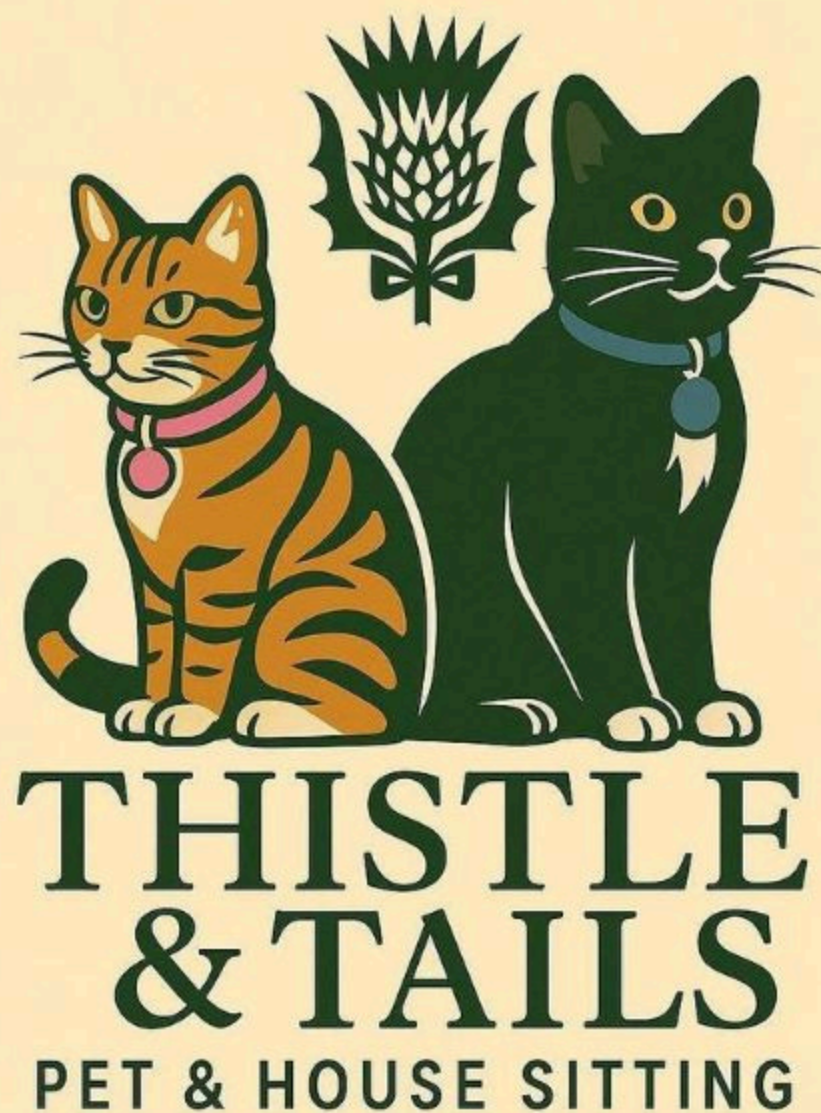
9. Media & Photo Use Policy

Clients may choose one of the following options regarding photo use:

- **Full Media Consent:** Photos may be used across all Thistle & Tails platforms, including social media, the website, printed materials, and digital listings.
- **Social Media Only:** Photos may be shared on Thistle & Tails' social media channels only.
- **No Public Use:** No photos of your pets or home will be shared publicly.

Important:

- No identifying details (addresses, surnames, recognisable home features) will ever be shared.
- Consent can be withdrawn at any time.
- Previously printed or published materials cannot be recalled.



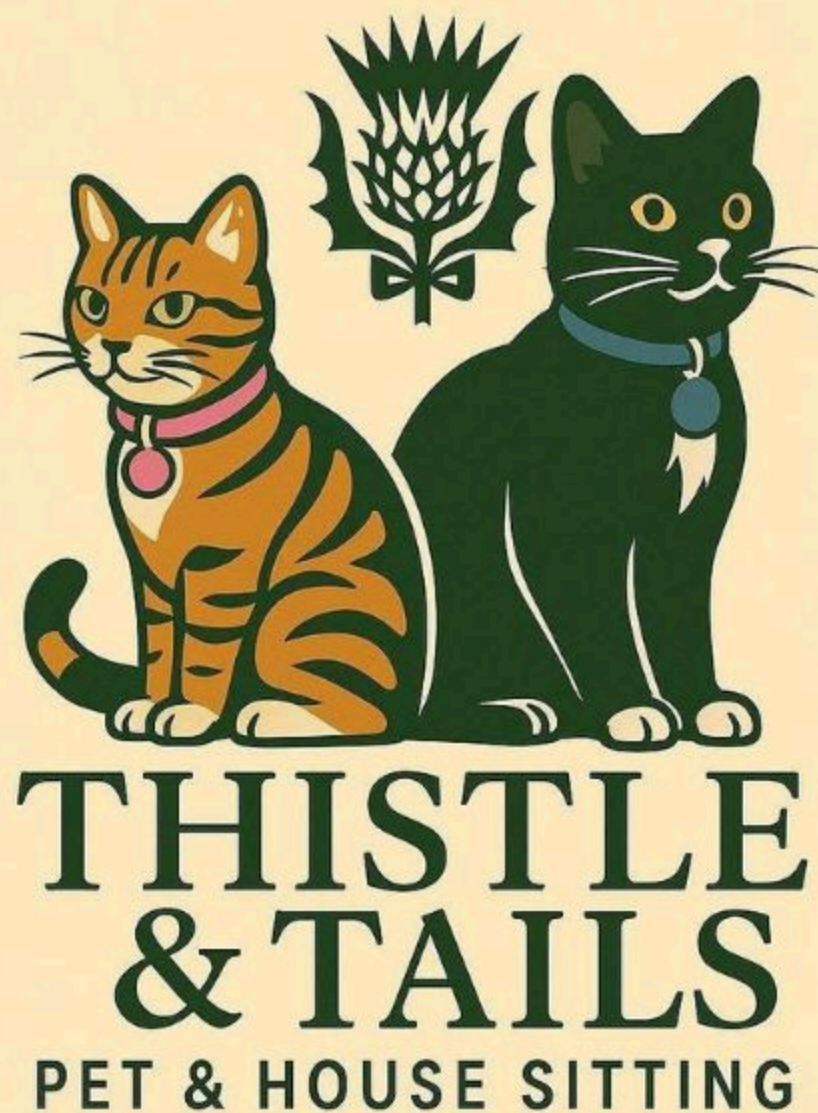
10. Liability, Insurance & Safeguarding Policy

Thistle & Tails always operates with care, professionalism, and safety as top priorities. To ensure full protection for clients, pets, and the business:

- Thistle & Tails is fully insured with Pet Business Insurance (PBI), including public liability, key cover, and care, custody & control.
- All registered volunteers are also covered under this insurance and follow the same policies, standards, and procedures.
- I hold an Enhanced DBS Check, kept up to date through the DBS Update Service, and renewed annually.
- Volunteers assisting Thistle & Tails are vetted, trained, and supervised to ensure safe, consistent care.
- In the event of illness, emergency, or unforeseen circumstances affecting my ability to attend a booking, one of my insured volunteers may step in to provide continuity of care, following your instructions and your pet's routine.
- Clients will be notified as soon as possible if a volunteer needs to attend in my place.
- I am not liable for illness, injury, or escape that occurs beyond my control, including incidents arising from undisclosed behaviours, medical conditions, or environmental risks.
- Clients are responsible for providing accurate, up-to-date information and ensuring their home and pet environment is safe and secure.
- If no suitable cover is available, the booking may need to be adjusted or cancelled for safety reasons.

A note from me:

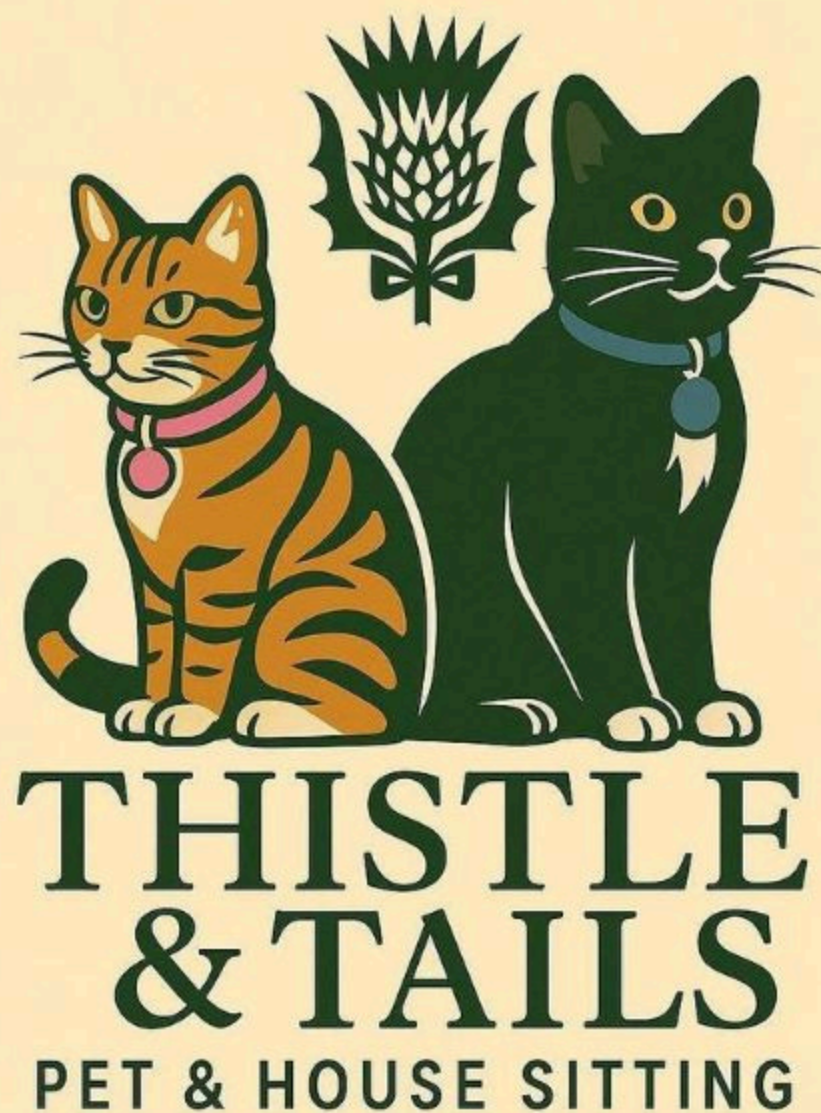
I am committed to providing the very best care for your pets and your home. I will always do everything within my power to ensure your booking goes ahead as planned, and that your pets receive safe, consistent, and compassionate care - whether that's from me or, when necessary, one of my insured volunteers. I will always keep you updated and there will be no change in the service you receive from me and my team.



11. Overnight & In-Home Care Policy (all sits, including walks)

Thistle & Tails offers three levels of in-home care, alongside day sits, evening sits and packages as explained on the Thistle & Tails website, to suit different needs. **For all options:**

- Pets must have safe and appropriate sleeping arrangements.
- Homes must be secure and accessible.
- All internal cameras, recording devices, and audio-visual monitoring systems must be switched off during overnight stays and in-home care. This is a requirement for privacy, safeguarding, and compliance with my insurance and contract agreement.
- A clear handover is required before the first night if any changes from previous communications.
- The home environment must be clean, hygienic, and free from pests (e.g., fleas, rodents, infestations) to ensure safe and comfortable care for both pets and carers. If the environment is unsafe or unhygienic, I may not be able to proceed for health and safety reasons.
- I follow your pet's established routines, sleeping arrangements, and comfort zones. I fit into their schedule - not the other way around. Their safety, familiarity, and sense of security always come first.
- Any known behavioural issues must be disclosed in advance to ensure safe handling and appropriate care.
- Medication will be administered as instructed, but outcomes cannot be guaranteed. Any changes in health must be communicated immediately.
- Clean bedding and towels must be provided for overnight stays. Basic tidying is included, but deep cleaning or laundry is not.
- Safe, legal parking must be available for the duration of the booking, and any access restrictions must be disclosed.
- I provide regular updates, photos, and communication as agreed during the handover. If I cannot reach you in an emergency, I will contact your nominated emergency contact.
- In an emergency, I will act in the best interests of your pet and home, following your instructions and my professional judgement as per clause 6.
- Basic home care is included across all services to maintain routine and security: mail collection, plant watering, curtains/blinds, lights as instructed, and ensuring all doors and windows are locked on departure. No deep cleaning or household chores are provided.*



Weather Conditions:

- Walks will only be carried out when it is safe to do so. Extreme heat, storms, ice, or unsafe conditions may mean walks are shortened, adapted, or replaced with indoor enrichment.
- If dogs return muddy or wet, towels must be provided so I can dry them off before settling them back in.
- In high temperatures, dogs will not be walked on pavements or during unsafe heat levels. Shade breaks, garden time, or enrichment may be offered instead.
- In severe weather, I will always act in the best interests of your pet's safety and wellbeing.

11.1 Overnight Care

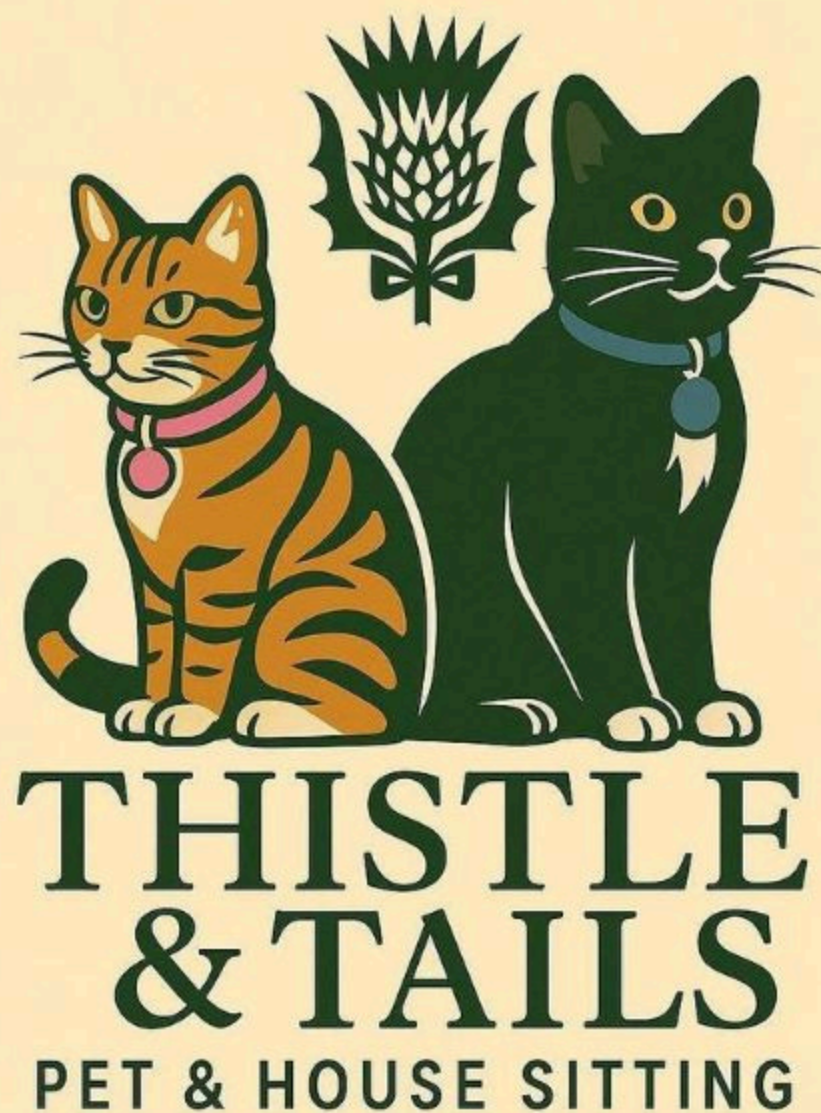
This service provides evening and morning care while allowing me to continue my daily walking schedule.

- Standard hours are 5pm–9am, with a 1-hour daytime check-in between 11am–2pm.
- If the overnight is for dogs, the daytime check-in includes a walk as part of their routine care.
- Hours may occasionally be adjusted (e.g., 4pm–8am, 6pm–10am) to accommodate other drop-ins or walks.
- Pets receive full evening care, overnight presence, and morning care before I leave for my daytime rounds.
- Additional daytime visits can be booked if needed. Charged hourly.

11.2 Full Move-In Care

Ideal for pets who need more consistent companionship throughout the day.

- I live in your home for the duration of the booking.
- I may leave the property for up to 5 hours per day, split as needed, with no single absence longer than 3 hours.
- This allows me to continue supporting my regular sits and walks while still providing a high level of presence and routine.
- All care, feeding, enrichment, and home routines are followed exactly as instructed.



11.3. Just You package - Exclusive 24/7 Care

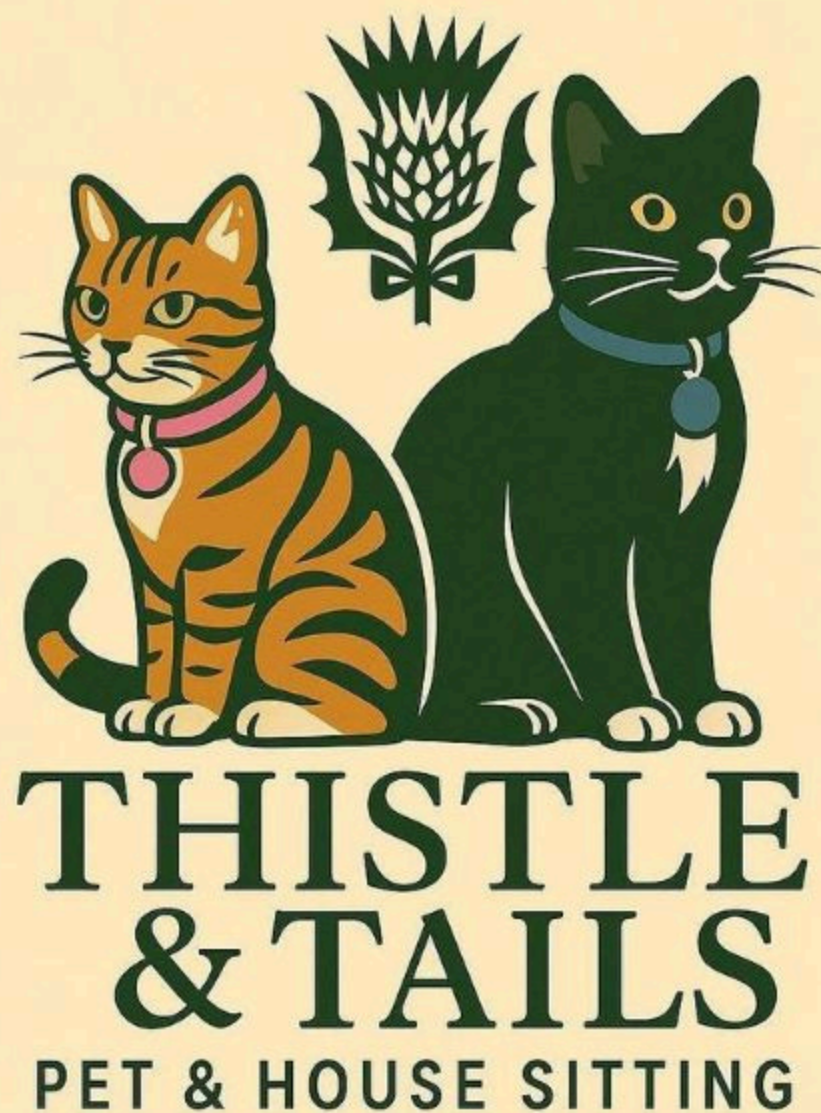
This is the highest level of support and provides complete exclusivity.

- I remain in your home 24/7, offering continuous companionship and care.
- I may leave for a maximum of 2 hours for the entire duration of the booking, and only for essential errands (e.g., food, toiletries, clothing, a small break).
- No other sits, walks, or bookings are taken during this service.
- Your pet and home receive my full, undivided attention throughout the booking.
- Their safe spaces, routines, and comfort needs are prioritised at all times.

All of these services follow the Thistle & Tails Pet Sitting Cancellation Policy. Every booking is tailored and bespoke to you and your pet's individual needs.

***Optional Add-On: Whilst You Were Away**

- For clients who would like their home refreshed before their return, the Whilst You Were Away package can be added to any booking. This includes:
- Cleaning of external kitchen cupboards
- Cleaning of external fridge and oven
- Dusting throughout the home
- Cleaning of sink areas
- Hoovering and mopping
- Bathroom clean
- Laundry and bedding changes are not included in this package.



12. Annual Service Agreement Policy

For clients on an annual agreement:

- The agreement covers all Thistle & Tails services for 12 months from the date of signing.
- Each booking is invoiced separately and follows the standard cancellation and payment terms.
- Agreement terms remain consistent for the full year, unless mutually updated in writing.

13. Emergency & Flexibility Clause

Thistle & Tails is built on trust, care, and showing up when it truly matters. If you're facing a genuine emergency - a pet becomes unwell, there's an accident, or you suddenly need urgent support due to a family crisis - I will always do my best to help. Always.

If something arises outside of scheduled bookings or completed visits, please reach out and let me know what has happened, what you need, and how I can support. I will always approach these moments with compassion, flexibility, and care.

That said, I may not always be available to respond immediately or return for non-urgent requests. I'll help where I can, when I can - but I am not an on-call service. Requests such as checking whether a window was left open, letting in a delivery, or returning for non-essential tasks fall outside the scope of emergency care. If I can help I absolutely will but please bear in mind, I may not be immediately available.

If these types of requests become frequent or begin to stretch reasonable boundaries, I may need to reassess how we work together. My goal is always to build lasting, honest relationships where we can communicate openly and find thoughtful solutions together.