

# Terms and Conditions

## Zewmies Petcare Service

**Last updated:** 10 March 2026

These Terms and Conditions govern the use of the Zewmies Petcare Service website and the pet care services we provide. By booking or using our services, you agree to the terms outlined below.

### 1. About Us

Zewmies Petcare Service provides pet care services including, but not limited to:

- Dog Boarding
- Doggy Daycare
- Home Feeding visits
- Basic pet care assistance

Services are provided based on availability and agreement between the client and Zewmies Petcare Service.

### 2. Booking Services

- All bookings must be requested through our website, booking application, phone, or email.
- Bookings are confirmed only once you receive confirmation.
- We reserve the right to refuse service if requirements cannot be met safely or reasonably.

### 3. Client Responsibilities

Clients agree to:

- Provide accurate information about their pets, including behaviour, medical conditions, and special care requirements.
- Ensure pets are properly vaccinated where required.
- Provide sufficient food, supplies, and equipment for the duration of the service.
- Inform us of any aggressive or dangerous behaviour prior to service.

Zewmies Petcare Service reserves the right to refuse or stop services if a pet poses a safety risk.

### 4. Access to Property

For services that require home visits:

- Clients must provide safe and secure access to the property.

- Zewmies Petcare Service is not responsible for any issues arising from faulty locks, alarms, or entry systems.
- Keys or access codes will be handled responsibly and kept confidential.

## **5. Pet Health and Emergencies**

In the event of a medical emergency:

- Zewmies Petcare Service will attempt to contact the owner immediately.
- If the owner cannot be reached, we may seek veterinary care for the pet.

Any veterinary costs or related expenses will be the responsibility of the pet owner.

## **6. Payment**

- Prices for services will be provided prior to booking confirmation.
- Payment must be made according to the agreed payment terms.
- Late payments may result in cancellation of future bookings.

We reserve the right to update our pricing at any time.

## **7. Cancellations**

Clients must provide reasonable notice if they need to cancel a booking.

We reserve the right to apply cancellation fees in the following circumstances:

- Late cancellations
- Missed appointments
- Last-minute changes

Full cancellation details may be provided during booking.

## **8. Liability**

While Zewmies Petcare Service takes reasonable care in providing services:

- We are not liable for illness, injury, or death of a pet caused by pre-existing conditions or circumstances outside our control.
- We are not responsible for damage caused by pets to property belonging to the client or others.

Clients remain responsible for their pets' behaviour and actions.

## **9. Website Use**

By using our website, you agree:

- Not to misuse the website or attempt unauthorised access.
- Not to replicate, sell or re-create any part of the website, application, or design, or any part of the intellectual property without prior written authorisation by the owners of Zewmies Petcare Services.

- Not to use the website for unlawful purposes.

All content on the website is the property of Zewmies Petcare Service unless otherwise stated.

## **10. Privacy**

Your personal information is handled according to our **Privacy Policy**, which explains how we collect, store, and use personal data.

## **11. Changes to Terms**

Zewmies Petcare Service reserves the right to update these Terms and Conditions at any time. Updated terms will be published on this page.

## **12. Governing Law**

These Terms and Conditions are governed by the laws of **England and Wales**. Any disputes will be subject to the jurisdiction of the courts of England and Wales.

## **13. Contact Information**

For questions about these Terms and Conditions, please contact:

### **Zewmies Petcare Service**

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Phone: 07794128224

Location: Whitehouse Ave, Loughborough, LE11 2PN