

## TERMS & CONDITIONS

At the time of booking a 20%\* deposit or £50 reservation fee will be taken to secure your Pets transportation. The balance is due and payable by the date printed on your Invoice.

**Payment is required before travel date without exception.**

**Full payment will be requested in the travel date is under 10 days from time of booking.**

All quotes will be £ unless otherwise advised.

All offers are made at the point of sale and can be withdrawn at any time. All offers are limited and subject to availability.

We endeavour to provide all services; it may be however that in exceptional circumstances 101 Pet Express may find it necessary to alter transportation routes/ times, but we cannot accept liability for these caused by any delays or illness which remain outside of our control.

Whilst we do go to great lengths to ensure we can maintain an appropriate timetable it is inevitable that at times we will be required to make alterations to our timetable due to the volume of bookings, traffic and weather conditions, mechanical breakdowns or any other reason beyond our control.

The utmost care and attention is given to your pets, they are handled with the understanding that 101 Pet Express or Agents and veterinarians are at no time to be held responsible for loss, death, illness, injury or accident due to any cause, either natural or accidental outside its own control.

By agreeing to transport your pet by road or by air you accept and understand the risk of your pet becoming stressed and you also agree that any financial claims resulting from the aforementioned instances are not in any way held against 101 pet Express its agents.

### **Documentation**

**We accept no liability** if onward documentation is not correct. All pets will be checked upon boarding before any onward journey that Pet passports/ Traces / IPAFF paperwork and microchips all correspond. Compliance is paramount. **No refund will be offered as all documentation liability falls with the owner or animal welfare groups.** If an additional journey needs to be undertaken in Europe to visit a vet because of non-compliance from the team at Pet Reception and a new tunnel booking has to be made at Eurotunnel this additional charge will be reclaimed from owner.

## **Pets**

We reserve the right to refuse onward travel for any Pet that is not fit and healthy at the time of travel.

In the interest of all Pets travelling & safety, 101 Pet Express reserves the right to refuse admission to any dog known to be banned breed (dogs listed within the dangerous dog act 1991 as amended) or openly aggressive dog. No dog will be accepted for travel if it's muzzled.

The transportation of cats will be undertaken however all cats must be loaded initial in their own pet carrier until safely within the vehicle.

All movement of animals will only be transported under compliance to EU Pet Passport Non-commercial or IPAFF Export Health Cert & Traces this usually applies to Animal Welfare organisations. To comply Pets will only be delivered to the address on the ITAHC certificate and remain there a minimum of 2 days.

During any onward journey a Pet becomes ill a Veterinary Practice will be sourced and medical advice taken. All Vet costs will be passed on to the owner/ Animal Welfare group who remain fully liable for these costs. All invoices will be provided.

Sky crates and pet carriers will be the responsibility of the owner/ Animal welfare organisation to repatriate to originating country.

**We accept no liability for anyone travelling as a passenger who is not employed by 101 Pet Express they do so at their own risk. This includes any injury, loss or damage to any property including personal effects or luggage.**

## **Medication**

Please ensure animal fit to travel if over 12 years old we will require a fit to travel from your Vet.

Whilst we endeavour to give medication as instructed this may not always be possible to follow. The road trips are often long, and timing of medication may be outside that as prescribed. If a pet won't accept the medication or becomes stressed during attempting to administer attempts will cease.

Where pets need to receive medication for conditions such as diabetes, epilepsy, arthritis etc. You will need to speak with us in advance of travel. Any medication is at owners' risk and only that supplied from an official Vet will be allowed with an accompanying prescription, 101 cannot be held responsible for the administration or lack of if not discuss in advance and treatment plan be agreed before travel and at time of booking.

## **SEDATIVES**

**WE DO NOT RECOMMEND ANY TYPE OF SEDATIVE BE USED**

Where sedatives are needed or specifically requested, sedatives are STRICTLY to be arranged by the client and prescribed and issued by client's own veterinarian. 101 Pet Express will not be held responsible for over dosage, any side effects or death due to poorly administered sedatives. Please be

aware Airlines / Fright companies may refuse to fly /accept non-responsive pets due to sedatives. It is the pet owner's responsibility to notify 101 Pet Express of any medical conditions that your pet might have prior to travel. Pets with medical conditions always travel at the owner's risk.

### **Data Protection**

All information contained in our bookings is stored on our computer systems for which we are registered and comply with regulations of the Data Protection Act. We fully comply with the new GDPR regulations from May18. We only collect information for specific purpose of transportation this is kept secure and destroyed after a short period. Any client can request information we hold about them and can see this on request.

### **Photography**

We regularly take media images for use in our marketing and promotions. Should you not wish yourself or Pet to appear in such material please notify us. We endeavour to contact any client before posting on social media.

### **Cancellations**

It may be necessary to cancel your Pets booking due to a change in circumstances. As soon as your aware of changes to the confirmed booking please confirm any changes and 101 will try and work around your new arrangements.

Full cancellation must be made in writing no later than 7 days before Pet travel. Any alteration made by you will incur a 20% admin fee.

Upon cancellation by Customer less than 7 days any monies paid are non-refundable.

Alterations to travel plans will be at the discretion of 101 Pet Express.

Changes made by 101 which can no longer be a viable travel date for the client we get a full refund.

\* Bespoke work will require a different deposit higher than 20% but will be explained at time of booking.

\*Cost from 3rd party suppliers may not be recoverable but again 101 will do its up most to recover these costs and pass on refunds.

\* Price Match Promise

Price Match - Client must be able to prove in writing quote is from a Licensed Pet Courier (Defra Type2 ) is identical in route / timing like for like & on the Company email from the other courier. they also must have the International Operator Licence. FB messenger screenshots are not acceptable must be a written confirmed quote.

All bookings are subject to these Conditions of Booking.

### **ANY QUESTIONS ?**

#### **Accepted Payments Methods**

**BACS** - 10 days prior to travel

account details will be on your Transportation Invoice

**PayPal** - 10 days before travel ( will incur a 3.5% surcharge )

#### **Animal Welfare Rehoming Charity Liaison**

We warmly welcome any Rescue on the mainland or in Europe to discuss Commercial Transport needs.

For regular Pet Rehoming transportation with the same Rescue Centre we happily offer a special Offer after 6 months of custom.

Please email [101petsexpress@gmail.com](mailto:101petsexpress@gmail.com) for further information on this Special Offer.

**"You can't buy LOVE but you can Rescue it " **

ANIMAL REHOMING SPECIAL OFFER - UK