



## Coronavirus Disease (COVID-19)

Due to the escalation of the Coronavirus outbreak and its pandemic status, we appreciate that some clients may be re-evaluating their holiday arrangements, including re-scheduling or cancellation.

Our **normal** terms of business state:

- Sit 'n' Stay Petminding require a 50% non-refundable deposit to be paid at the time of booking with the balance payable, in full, no less than 7 days before commencement of the booking.
- If cancellation of a booking is notified **more** than 28 days from the date of commencement, no balance will be due.
- If cancellation of a booking is notified **less** than 28 days from the date of commencement, the balance will be due, in full, unless that booking can be resold in full or up to 75% of the original booking period/value, in which case no balance will be due.

However, in recognition of the fact that there is nothing 'normal' about the current situation we will, until further notice:

- Transfer 50% of any deposits already paid to a future or re-scheduled booking (subject to availability), and...
- Halve the cancellation notice period to 14 days. We will continue to do our utmost to resell the booking space.

### TRAVEL INSURANCE

We suggest you check your travel insurance to see if you can claim for any losses you may incur from cancelling or rescheduling your pet care arrangements.

Some insurance companies are already withdrawing travel cover or amending the terms and scope of cover they offer in light of COVID-19.

If you have not yet purchased travel insurance we advise you check for the inclusion/scope of pet care cover offered.

If you need to make a claim for any losses due to cancellation or deferment of your holiday and travel plans, we will be pleased to provide evidence of the booking and any monies paid or due.

### EMERGENCY CONTACTS

While it is usual practice to ask for at least one emergency contact name/number when booking your dog(s) to stay, this will now be a mandatory requirement should you fall ill, become quarantined or experience disruption or delays to your homebound travel plans.

Please advise us immediately by phone, text or email if have any concerns that you might be delayed.

We will, of course, seek to board your dog(s) beyond the original collection date/time, but due to strict licencing conditions which limit our boarding capacity, we would look to enlist your emergency contact(s) as a first point of call to look after your dog(s) until you return home. Should this not be possible then we reserve the right to place them in local kennels at a cost to yourselves. In either event we will first seek your consent to release them into the care of a third party.

If we have capacity to extend boarding for your dog(s) this will be charged at £25 per 24 hours.

### IN CASE OF DELAY

You may also wish to consider providing us with additional rations of food, supplements or medication for your dog(s), over and above their daily needs based on the duration of their planned stay. Any purchases of additional food or medication we make on your behalf will be charged at cost.

Our overriding concern is for the welfare of your pet(s). Our commitment extends to home visits for cats and other small pets which might also be affected by changes or enforced delays to your travel and holiday plans. Since there are no licensing restrictions relating to home visits we are able to extend this service as long as is necessary until you return home.

