

Terms and Conditions



CONDITIONS FOR CLIENT

1. Use of the services of the Agency will be deemed acceptance of the following terms and conditions. The Agency is prepared to consider changes - but these will only be effective if signed by a Director.
2. The Agency agrees to provide an Aunt as specified on the booking form. The Client usually has the option to meet the Aunt (given notice) and acceptance of the Aunt's services will be deemed satisfaction with the suitability and integrity of the Aunt put forward.
3. The Agency will charge the Client for its services as quoted. A fee of 25% (plus VAT) of the total sum due is payable to the Agency at the time of booking.
4. Payment of Aunt:
 - a. The Client is responsible for paying the Aunt's remuneration on completion of the contract immediately upon receipt of the Aunt's invoice.
 - b. The Client is also responsible for any travelling expenses calculated at 40p per mile incurred by the Aunt or for reimbursement of fares by public transport. The Client will provide a daily float for food to the Aunt during the period of the contract as per booking form.
5. The Agency takes great care in selecting responsible and suitable Aunts. However, the Agency can accept no responsibility for the acts and omissions of any Aunt or for any loss or damage caused or contributed to by the Aunt, save as required by statute.
6. Should an Aunt be taken ill or injured or for any reason not be able to complete the contract the Agency will use its best endeavours to make alternative arrangements. If a Client is delayed beyond the end of the original contract and the Aunt cannot stay, a replacement Aunt will be found and full handover instructions given.
7. If the Client seeks to engage the Aunt privately, whether for a definite or indefinite period in any capacity within 18 months of the expiry of this contract the Agency will be entitled to receive payment of a once-off fee equal to four times the weekly remuneration paid by the Client to the Aunt. This fee will be payable at the commencement of the engagement.
8. In the event of cancellations which are notified to the office in writing earlier than seven days prior to the start of the booking period, the fee will either be refunded in full or held over to be used on a subsequent booking. Cancellations made later than this will result in the Agency fee being forfeited. Please make sure you have included your Animal Aunts booking fees in your travel insurance in case of cancellation to cover the loss of fees.

The Agency has never cancelled a contract, but we are required by law to tell you that if we do cancel a contract less than seven days prior to the start of the booking period, then you will be entitled to a refund of the proportion of the fee already paid, together with a further payment in the same amount to represent compensation for late cancellation.

9. The Client must, before handing over the Primary Responsibilities, complete the Agency's checklist and run through it with the Aunt.
10. In the event that the Aunt does not have sole control (ignoring cleaners or gardeners) during the Contract then the Aunt will be entitled to make a small extra daily charge (details on request).
In these circumstances the Aunt will not be responsible for any breaches of security.
11. Aunts should be informed if there are surveillance cameras around the property, Ring doorbells and particularly indoor cameras, including listening devices such as Amazon devices etc and it may be helpful for them to be monitored by the Aunt. The Client should make sure that the information recorded is used only for the purpose for which your system was installed (for example it will not be appropriate to share any recordings on social media sites). Guidance regarding the use of domestic CCTV can be found on the UK Government website ['Guidance on the use of domestic CCTV'](#)

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CONDITIONS FOR AUNT

1. The Aunt will carry out the primary responsibilities agreed with the Client and keep the house clean and tidy to a reasonable standard.
2. The Aunt may not:
 - a. Leave the house except in an emergency for more than one hour after dark or leave the house except in the performance of his/her duties, for more than three hours a day unless relieved by the Agency or a person authorised to do so by the Client.
 - b. Drink the Client's alcoholic beverages without permission.
 - c. Have any visitors to the property without express permission from the Client.
3. The Aunt is not responsible for any loss or damage to a Client's property, however caused (except as required by statute)
4. In the event of a problem or emergency arising the Aunt will use his/her own discretion and will contact the Agency forthwith.
5. In the event of cancellations less than 48 hours prior to the commencement of the booking, 50% of the Aunt's fee shall be payable to the Aunt up to a maximum of £400. In the event the Aunt is en route to or has arrived at the booking, or the Client returns early during a booking, the Aunt must be paid in full.

NOTES

INSURANCE:

The Client is responsible for informing their Insurers of their departure and the presence of the Aunt in the house. Please note if dogs are to be walked away from the property a car should be provided with full safety measures compliant with current UK legislation. The vehicle must be insured for the Aunt to drive. (Please note this contract does not include the use of the Aunt's car)

All Aunts are insured under our Public Liability insurance.

CLEANING:

The house will be maintained to a normal standard, but Clients are respectfully asked to note that the Aunts are not cleaners. The Aunts are following a Covid-19 risk assessment and will liaise with you prior to the booking to ensure both parties take all reasonable steps to reduce risk.

DATES:

The Client should inform the Agency of any change or extension in booking dates to avoid inconvenience to other Clients.

PAYMENT:

Invoices unpaid by the due date can render the booking liable to cancellation without notice and without any liability on the part of the Agency