

STANDARD TERMS AND CONDITIONS OF CARRIAGE
NATIONAL PET EXPRESS & Merseyside Pet ambulance
Your statutory rights are not affected by this agreement

Thank you for booking your pets journey with us. Please read the following document this forms the agreement you have made with us

If you disagree with this document. You have up until midnight 24 hours before your booking to cancel and obtain a refund minus admin fees as stated in annex A

- 1) We undertake to carry your pets by road and or ferry to their final destination. We will be responsible for any road tolls or ferry costs that are incurred.

- 2) You must ensure that your animals are fit for travel prior to loading at the departure Point/ airport. You must also ensure that you have met all the requirements of the PETS PASSPORT SCHEME if Applicable

- 3) You are responsible for all fees payable for the air transport part of the journey. This includes all air carriage fees and clearance fees at the arrival airport. Clearance fees must be paid to the arrival freight terminal prior to our representative collecting the animal.

- 4) If we are delayed with your animal because of any acts or omissions by you. Including non-payment of air carriage fees or clearance/release fees. You will be responsible for any excess costs incurred by Merseyside pet ambulance.

- 5) We will take all reasonable steps to safeguard your animal whilst in transit However should your animal become ill and require treatment during transit, we will seek veterinary treatment for him for which you will be liable for costs. However if your animal becomes ill or injured because of any act or omission by our staff we are fully insured to meet these costs

- 6) You must supply a telephone number at which you can be contacted at all times during your animal's journey. We will in turn supply you with the telephone number of the driver so that he may be contacted at al times during your journey.

544 Old Chester Rd
Birkenhead
Wirral

Merseyside
CH42 4PF
Ambulance control room
0845 257 1 911

7) You must supply us with the signed agreement and letter of authority that has been emailed to you no later than 8 days prior to your booking . You must also provide us with proof that all clearance fees have been paid to the airline or that arrangements are in place to pay them no later than 8 days before the flight If applicable

8) We will ensure that your animal(s) receives adequate rest and toilet breaks en-route and we will kennel him in a safe and secure environment should a break in journey be required.

9) Should we be unable to collect your animal because of any failure to pay the correct fees to the airline/cargo agent or customs and excise or any agent acting on behalf of them. We reserve the right to cancel this agreement between us.

10) CANCELLATION RIGHTS. If you cancel this booking up to 10 days before the date of booking you will receive 100% Refund. If you cancel 10-7 days prior to travel you will receive 50% refund 7-3 days you will receive 30% refund. 3-1 days prior to travel 10% refund
Cancellation less than 24 hours prior Booking will result in 100% of the fees being payable. If we have to cancel because of any non payment issues to the airline/cargo agent/customs and excise or agents for any of the above 100% of the fee will be payable.

11) alterations to booking.

Alterations and amendments up to ten days before your booking will be charged at £40.00 per alteration or amendment. Alterations to dates of booking notified with less than 10 days notice will be treated as a cancellation and subject to the terms in paragraph 10.