

Home Visit Terms and Conditions

Policy reference	LPH-10	Version	2.0
Effective date	28 September 2026	Next review due	September 2027
Policy owner	Maria Studzinska, Director	Applies to	Home visits

These Terms apply to all Home Visit bookings made on or after 28 September 2026. Bookings made before that date remain under the terms in force when they were made.

PART A. KEY INFORMATION

These Terms and Conditions govern all Home Visit Services provided by Lovi Pet Hotel Ltd. Prices and fees are set out in our Price List, which forms part of these Terms. Where these Terms and the Price List differ on prices or fees, the Price List applies.

Cat and small pet boarding are covered by separate Terms and Conditions.

1. Definitions

- 1.1** "Lovi Pet Hotel" means Lovi Pet Hotel Ltd, a company registered in England and Wales (company number 13748700), with its registered office at 97 Brandwood Avenue, Manchester M21 7PL, licensed by Manchester City Council (licence number LC202504-554644), including its employees, carers, contractors and representatives.
- 1.2** "Client" means the individual entering into a Booking.
- 1.3** "Pet" means any animal receiving care under a Home Visit Service.
- 1.4** "Premises" means the Client's home address at which Home Visit Services are provided.
- 1.5** "Service" or "Booking" means a confirmed reservation for a Home Visit Service.
- 1.6** "Deposit" means the amount payable to secure a Booking, refundable only as set out in Section 3.
- 1.7** "Price List" means the Lovi Pet Hotel price list published on our website, which sets out the prices and fees for all Services.

2. Booking and payment

- 2.1** Home visits are booked through lovidays.com. All bookings are subject to availability. Where availability is limited, priority is given to existing Clients to support continuity of care.
- 2.2** A Booking is accepted only once the Deposit is paid.
- 2.3** A fifty percent Deposit is due within twenty four hours of Booking confirmation.
- 2.4** The remaining balance is due seven days before the first visit.
- 2.5** Failure to pay allows Lovi Pet Hotel to treat the Booking as cancelled.
- 2.6** The Client confirms that they are the legal owner of the Pet, or are authorised by the owner to make the Booking and decisions about the Pet's care.
- 2.7** The Client accepts these Terms by ticking the agreement box when submitting the Booking request. This acceptance covers the payment authorisation in Section 3.
- 2.8** Bookings made before 28 September 2026 remain subject to the Terms in force at the time of Booking.

3. Payment authorisation and cancellations

- 3.1** By paying the Deposit, the Client authorises Lovi Pet Hotel Ltd to:
- (a) save the Client's payment card details securely with our payment processor (Stripe) for the purpose of taking the remaining balance for this Booking
 - (b) automatically charge the remaining fifty percent of the total Booking fee to the saved card seven days before the scheduled Service start date
 - (c) charge any cancellation fees due under this Section 3 to the saved card, where applicable.
- 3.2** Card details are stored securely by Stripe and are not retained by Lovi Pet Hotel. The Client may withdraw this authorisation at any time by contacting Lovi Pet Hotel, but doing so will be treated as a cancellation under this Section 3.
- 3.3** The Client will receive an email reminder approximately ten days before the Service start date, three days before the balance charge. A receipt is issued automatically by Stripe immediately after each successful charge.
- 3.4** If the automatic balance charge fails for any reason (including expired card, insufficient funds or an authentication challenge), Lovi Pet Hotel will contact the Client and ask for the balance to be paid or the payment method updated within twenty four hours. If it is not, Lovi Pet Hotel may cancel the Booking for non-payment, in which case the Deposit is retained.
- 3.5** To cancel, the Client must email hello@lovipethotel.co.uk. The cancellation date is the date we receive the email. We will confirm the cancellation by email, setting out any charges and any refund due.
- 3.6** Cancellations are charged as follows:
- (a) two calendar months or more before the Service start date: the Deposit is refunded in full to the original payment card within five to ten business days
 - (b) less than two calendar months but more than seven days before the Service start date: the Deposit is retained and no further charge is made
 - (c) seven days or less before the Service start date: the full Service fee is payable.
- 3.7** No refunds are issued for unused visits.
- 3.8** If Lovi Pet Hotel advises that the Service is not suitable following the onboarding visit, the onboarding visit charge remains payable and the Deposit for the Home Visit Service is refunded in full.
- 3.9** If Lovi Pet Hotel has to cancel a Booking or cannot provide visits, for example due to severe weather or staff illness, visits not provided are refunded in full.
- 3.10** If the Client is unhappy with a charge, they should contact us first. Charges due under these Terms remain payable if a payment is disputed with a bank or card provider, and we will share these Terms and our booking records with them.

4. Prices

- 4.1** Prices for all visits, the onboarding visit and peak date surcharges are set out in the Price List.
- 4.2** Prices are reviewed from time to time. The price of a Booking is fixed when the Deposit is paid. If our prices change after that, the Booking keeps its original price. Extra visits added later are charged at the prices in force when they are added.

PART B. HOME VISIT SERVICES

5. Services offered

- 5.1** A mandatory onboarding visit is required before Home Visit Services commence. A new onboarding visit is also required if the Client has not used our Home Visit Services within the previous twelve months, or if there have been significant changes to the home environment or the Pet's routine.
- 5.2** It is the Client's responsibility to tell Lovi Pet Hotel about any changes that may require a new onboarding visit, including anything that may increase risk to staff or affect delivery of the Service. Examples include (this list is not exhaustive):
- (a) a move to a new address
 - (b) changes to access, such as locks or keys
 - (c) major home renovations since the last visit
 - (d) a new escape risk
 - (e) a new health condition in the Pet
 - (f) behavioural changes in the Pet
 - (g) a third party being present at the Premises during visit times
 - (h) new pets joining the household.

If unsure whether a new onboarding visit is needed, the Client should describe the changes when submitting the Booking request for Lovi Pet Hotel's review.

- 5.3** The onboarding visit allows Lovi Pet Hotel to meet the Pet, review the home environment, understand any risks to staff, agree access instructions and confirm suitability for the Service.
- 5.4** The onboarding visit is charged at the price shown in the Price List.
- 5.5** Home visits are offered within approximately a 20-minute drive of the Lovi Pet Hotel premises, in two standard durations of 20 and 30 minutes. Vet appointment transport is also available.
- 5.6** The booking system suggests an appropriate visit duration based on the number of pets and care needs, but the Client may select either duration. Where there are several Pets in the same household, the booked visit time covers all of them.
- 5.7** Depending on the Service booked, visits may include feeding, water refresh, litter or enclosure refresh, play and enrichment, welfare checks and medication administration.
- 5.8** Premium services (included in the price, subject to availability): indoor live camera and timed feeder.
- 5.9** Home care tasks (such as bringing in bins, watering plants or collecting post) may be done at Lovi Pet Hotel's discretion as a goodwill gesture and do not form part of the contracted Service. Not doing them is not a breach of contract and is not grounds for a refund or compensation.

6. Visit timing and scheduling

- 6.1** Lovi Pet Hotel reviews the daily schedule each day to plan routes, travel time and visit order.
- 6.2** Client preferences for visit timing will be taken into account but exact times cannot be guaranteed.
- 6.3** Visit times may vary due to traffic, location, number of Pets booked and operational needs. Such variation does not constitute a failure of service.
- 6.4** Where time sensitive tasks such as medication are required, the Client must inform Lovi Pet Hotel at the time of booking.

7. Safety of the home environment

- 7.1** The Client is responsible for providing a safe environment for both their Pet and Lovi Pet Hotel staff, and remains liable for harm, injury or loss caused by a risk not disclosed at the time of booking.
- 7.2** The Client must inform Lovi Pet Hotel of any hazards including loose windows, broken locks, faulty doors, unsafe flooring, unsafe stairs, exposed wiring, escape risks or aggressive animals.
- 7.3** Lovi Pet Hotel reserves the right to refuse or terminate visits if the environment is not safe.

PART C. HEALTH, BEHAVIOUR AND MEDICATION

8. Pets and behaviour

- 8.1** The Client must disclose all behavioural issues such as aggression, anxiety, fear reactions, escape attempts or stress behaviours.
- 8.2** Lovi Pet Hotel reserves the right to stop visits if the Pet poses a safety risk or if continuing care is not safe or welfare compliant.
- 8.3** The Client is responsible for any damage or injury caused by their Pet, including injury to Lovi Pet Hotel staff, unless it resulted from our failure to take reasonable care.
- 8.4** Lovi Pet Hotel is not responsible for property damage caused by the Pet during the Client's absence.
- 8.5** Lovi Pet Hotel may refuse to start or continue visits where welfare concerns exist in relation to the Pet or the home environment.

9. Health and medication

- 9.1** The Client must provide accurate and up to date health information.
- 9.2** Lovi Pet Hotel can administer routine medication including injections where clear written instructions are provided.
- 9.3** Pets showing signs of infectious disease cannot be accepted for home visits.
- 9.4** Lovi Pet Hotel is not liable for missed medication doses where:
 - (a) the Pet has access to the outdoors and is not at the Premises at the time of the visit
 - (b) staff are unable to find the Pet within the Premises
 - (c) the Pet's aggressive behaviour prevents safe administration
 - (d) other circumstances outside Lovi Pet Hotel's reasonable control, as recorded by staff at the time of the visit.
- 9.5** The Client will be told about any missed medication dose by the end of the same day on which the visit took place.

10. Veterinary care during home visits

- 10.1** If a Pet becomes unwell during a Home Visit Booking, Lovi Pet Hotel may seek veterinary advice or treatment. Where possible we use the Pet's registered vet.
- 10.2** Before any vet visit, Lovi Pet Hotel will make every reasonable attempt to contact the Client. Decisions about the Pet's treatment are the Client's to make.
- 10.3** In an emergency, if the Client, or their emergency contact where one has been provided, cannot be reached in time, Lovi Pet Hotel will take the Pet to a vet and follow the veterinarian's recommendation. The Client consents to any treatment the veterinarian recommends in these circumstances, including emergency procedures and, where the veterinarian advises it is necessary to prevent suffering, euthanasia.

- 10.4** All veterinary fees are payable by the Client, either directly to the vet or, where Lovi Pet Hotel pays the vet, at cost within 7 days of our invoice.
- 10.5** Transport and staff attendance are charged at the vet visit fee shown in the Price List, from collecting the Pet to returning them to the Premises, in addition to the vet's own fees.
- 10.6** No vet visit fee or vet fees are charged to the Client where the need for treatment was caused by Lovi Pet Hotel's failure to take reasonable care.
- 10.7** If a Pet dies during a Home Visit Booking, we will contact the Client immediately and follow their instructions, or liaise with their vet on final arrangements.

PART D. ACCESS AND SECURITY

11. Access to the Premises

- 11.1** During the onboarding visit the Client and Lovi Pet Hotel will agree access instructions in writing.
- 11.2** Where Lovi Pet Hotel follows the agreed written access instructions, Lovi Pet Hotel will not be liable for Pet escape caused by faulty doors, windows, gates, locks or other property defects.
- 11.3** Keys held by Lovi Pet Hotel will be stored securely without address labels.
- 11.4** If staff cannot gain access at the scheduled visit time due to access failure, the visit will be charged in full.
- 11.5** If a locksmith is required due to access failure, the cost will be charged to the Client.
- 11.6** The Client must inform Lovi Pet Hotel if any third party will enter the Premises during the Booking period. Lovi Pet Hotel is not responsible for incidents caused by third parties.

12. Emergency access requirement

- 12.1** To ensure reliable access the Client must either:
 - (a) provide details of an emergency key holder who lives or works within one hour of the Premises and who holds a working key, or
 - (b) provide two full working sets of keys directly to Lovi Pet Hotel, with one set kept separately.
- 12.2** If neither option is provided, the Client accepts full responsibility for access issues and any consequences arising from inability to enter the Premises.

13. Home surveillance and recording

- 13.1** The Client must inform Lovi Pet Hotel of any CCTV, smart cameras, audio recorders or other surveillance devices in use at the Premises.
- 13.2** Recordings that include Lovi Pet Hotel staff are for the Client's personal household use only.
- 13.3** The Client must not share recordings or images that show staff online, upload them to social media, post them on community platforms, send them to third parties or use them in any publication without prior written consent.
- 13.4** Screenshots or clips may be shared privately with Lovi Pet Hotel if clarification about a visit is required.
- 13.5** If a camera provided by Lovi Pet Hotel is unavailable for reasons outside our control, such as internet or power outages or technical faults, prices are not affected and no refund or compensation is due. Until it is working again, staff will make their best effort to send photo or video updates instead.

14. Property, devices and security

- 14.1** Before the first visit the Client must secure valuables, cash, jewellery, confidential documents and sentimental items.
- 14.2** Lovi Pet Hotel staff will only access areas of the Premises that are required for Pet care.
- 14.3** Lovi Pet Hotel is not liable for missing items unless the loss was caused by Lovi Pet Hotel staff.
- 14.4** If the Client believes an item is missing, they should contact Lovi Pet Hotel first so we can look into it under our Complaints Policy.
- 14.5** The Client's devices and equipment, such as water fountains, feeders, cameras or lighting, are used as found. Lovi Pet Hotel does not clean, maintain or service them and is not responsible if they stop working. If a device stops working, we will tell the Client and do what we reasonably can to keep the Pet safe and comfortable.

PART E. LIABILITY, INSURANCE AND COMPLAINTS

15. Limitation of liability

- 15.1** Lovi Pet Hotel will provide all Services with reasonable care and skill. Nothing in these Terms affects the Client's statutory rights, or limits our liability where the law does not allow it to be limited, including for death or personal injury caused by our negligence, or for fraud.
- 15.2** Where Lovi Pet Hotel fails to take reasonable care and this causes loss, our total liability for each Pet per Booking, including vet fees and the value of the Pet, is limited to the limit of our insurance cover for animals in our care. This limit is shown on our insurance certificate, which is available on request. Our liability will never be less than the price paid for the Booking.
- 15.3** Lovi Pet Hotel is not liable for losses that were not reasonably foreseeable, or for indirect losses, including:
 - (a) the cost of changing, cutting short or cancelling travel plans
 - (b) loss of enjoyment of a holiday or event
 - (c) loss of earnings or business losses
- 15.4** Unless caused by our failure to take reasonable care, Lovi Pet Hotel is not liable for illness, injury or death arising from:
 - (a) pre existing, undiagnosed or hidden conditions
 - (b) age related decline
 - (c) stress responses
 - (d) following the Client's written instructions on feeding, medication or care
 - (e) treatment given on a veterinarian's advice, including emergency treatment
- 15.5** Lovi Pet Hotel is not liable for loss caused by:
 - (a) inaccurate or incomplete information about the Pet's health or behaviour
 - (b) faulty, inadequate or inappropriate equipment, doors, windows or gates at the Premises
 - (c) the acts of third parties we do not control
 - (d) events outside our reasonable control, such as extreme weather, power or utility failures, disease outbreaks or government restrictions
- 15.6** If the Client has a concern about their Pet's care, they should tell us as soon as possible, ideally within 7 days of the last visit, so we can investigate while records and evidence are available.
- 15.7** Lovi Pet Hotel may refuse or terminate a Service where welfare, safety or hygiene concerns arise. Where necessary, we may report concerns under the Animal Welfare Act 2006.

16. Insurance

- 16.1** Lovi Pet Hotel holds public liability insurance with a UK insurer. Details of our current cover are available on request.
- 16.2** Our insurance covers our legal liability only. It is not pet health insurance, and we recommend that Clients hold their own pet insurance.

17. Photographs and updates

- 17.1** Lovi Pet Hotel may photograph Pets for welfare monitoring and Client updates.
- 17.2** Photographs may also be used in Lovi Pet Hotel marketing materials, but only with the Client's explicit consent recorded at the time of Booking. Consent is requested per Booking and may be granted or withheld separately for each Booking. Consent may be withdrawn at any time by contacting Lovi Pet Hotel.

18. Complaints and feedback

- 18.1** Any concern should be raised with Lovi Pet Hotel at hello@lovipethotel.co.uk, as set out in our Complaints Policy, which is available on our website and on request.
- 18.2** We ask Clients to give us the chance to look into and resolve a concern before posting about it publicly. This does not limit the Client's right to leave an honest review.

CLIENT ACKNOWLEDGEMENT

By making a booking with Lovi Pet Hotel Ltd for any Home Visit Service you confirm that:

- you have read and understood these Terms and Conditions in full
- you accept these Terms and Conditions as a binding agreement
- you consent to Lovi Pet Hotel making emergency veterinary decisions for your Pet if you cannot be reached, as set out in Section 10
- you have provided accurate information about your Pet's health, behaviour and care requirements
- you authorise Lovi Pet Hotel to charge your saved card for the remaining balance seven days before the Service start date, and for any cancellation fees due under Section 3
- you accept these Terms by ticking the agreement box when submitting your Booking request.

Client name:

Signature:

Date:

For Lovi Pet Hotel Ltd:

Signature:

Date: