

Terms and Conditions

Pet Transporters LTD – European Pet Transport Services

Last updated: 12/02/2026

1. Definitions

- “Company” refers to [Pet Transporters LTD], registered in the United Kingdom.
- “Client” refers to the person booking transport services.
- “Animal” refers to any pet transported under the booking.
- “Services” refers to the transport of animals between agreed locations.

2. Booking & Payment

2.1 A booking is confirmed only once a deposit has been received.

2.2 The remaining balance must be paid before delivery unless otherwise agreed in writing.

2.3 Deposits are non-refundable unless the Company cancels the service.

2.4 The Company reserves the right to cancel bookings if payment terms are not met.

3. Client Responsibilities

3.1 The Client is responsible for ensuring all documentation is correct and valid, including but not limited to:

- Pet Passport or Animal Health Certificate
- Vaccination records (including rabies)
- Microchip compliance
- Import/export paperwork
- Customs documentation

3.2 The Company is not liable for delays, fines, quarantine, or refusal of entry caused by incomplete or incorrect documentation.

3.3 The Animal must be fit and healthy for travel. The Client must disclose:

- Medical conditions
- Behavioural issues (aggression, anxiety, escape risk)
- Medication requirements

Failure to disclose relevant information may void liability coverage.

4. Transport Conditions

4.1 The Company will transport Animals in DEFRA-compliant vehicles where required.

4.2 Journey times are estimates and may vary due to traffic, weather, customs checks, ferry delays, or other factors outside the Company's control.

4.3 The Company reserves the right to adjust routes or schedules where necessary for animal welfare or operational reasons.

5. Animal Welfare

5.1 The Company prioritises the safety and welfare of all Animals during transport.

5.2 Regular welfare checks, rest stops, feeding, and watering will be provided as appropriate to the journey.

5.3 The Company reserves the right to refuse transport if an Animal appears unfit to travel.

6. Liability

6.1 The Company maintains appropriate transport insurance.

6.2 Liability is limited to the declared value of the Animal unless additional insurance has been arranged in writing.

6.3 The Company is not liable for:

- Pre-existing medical conditions
- Stress-related illness unless caused by negligence
- Delays caused by third parties (border control, ferry operators, authorities)
- Seizure or quarantine due to documentation issues

6.4 In the event of illness or injury during transport, the Company may seek veterinary treatment. Costs will be the responsibility of the Client unless caused by proven negligence.

7. Cancellations

7.1 If the Client cancels:

- More than 7 days before travel – deposit retained
- Less than 7 days before travel – up to 100% of booking fee may be charged

7.2 If the Company cancels due to circumstances beyond its control (e.g. extreme weather, vehicle breakdown, government restrictions), an alternative date will be offered or a refund provided at the Company's discretion.

8. Force Majeure

The Company is not liable for failure to perform services due to events outside its control, including but not limited to:

- Government restrictions
- Border closures
- Natural disasters
- Mechanical breakdown
- Strikes or industrial action

9. Collection & Delivery

9.1 The Client or authorised representative must be present at agreed collection and delivery times.

9.2 If delivery cannot be completed as agreed, additional fees may apply.

10. Data Protection

Client data will be handled in accordance with UK data protection legislation. Personal data will only be used for booking, compliance, and operational purposes.

11. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the jurisdiction of the UK courts.