



Scaled Adventures

Holiday Care Terms & Conditions

1. Booking & Payment

- A booking is confirmed upon receipt of a **25% non-refundable deposit**
 - The **remaining balance must be paid before the date of the first visit**
 - By confirming a booking, you agree to these Terms & Conditions
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2. Pre-Visit & Key Collection

- A **key collection and orientation visit** will be arranged prior to your departure
 - During this visit, care routines, access, and requirements will be discussed
 - Clear instructions must be provided for all aspects of animal care
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3. Animal Housing & Setup

- All enclosures must be **clean, secure, and fully set up prior to the start of care**
 - Heating, lighting, and equipment must be functioning correctly.
 - Any lighting/heat that requires turned on and off should be controlled by timers. If they require to be turned on/off manually you will be charged 2 visits per day. – alternatively timers can be supplied for a fee of £10 for the duration of your holiday.
 - Scaled Adventures is not responsible for issues arising from faulty or inadequate setups
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4. Scope of Service

- Services include:
 - Feeding and watering as pre-arranged
 - Routine health checks
 - Basic **spot cleaning only**

- Full enclosure cleans or additional maintenance are **not included** unless agreed in advance and will be chargeable.
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5. Feeding & Supplies

- Basic greens/vegetables will be supplied for animals. Should you have any specific requests please make these in advance.
 - Up to 3 live feeds per week will be provided where applicable – locusts, crickets, mealworms - any other feeders should be supplied by the customer.
 - Frozen thawed feeders for snakes can be supplied for a charge – these should be requested in advance.
 - Should any equipment fail (and no spares been left) during your booking period – this will be replaced with the cheapest available replacement and charged to you, contact will be made with either you or your emergency contact prior to purchasing any equipment.
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6. Animal Interaction

- Gentle handling and interaction (“cuddles”) may be provided where appropriate and safe
 - All interaction is carried out with animal welfare as the top priority
 - We reserve the right to limit handling if necessary
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7. Updates

- Updates and photos can be provided during your time away where possible via whatsapp
 - Please inform us if you do or do not wish to receive updates
 - A visit sheet will be left in your property with information of each visit and tasks carried out.
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8. Access & Security

- The client must provide safe and reliable access to the property
 - Clear instructions for keys, alarms, and entry must be provided
 - The property will be secured after each visit
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9. Animal Health & Veterinary Care

- All animals must be in **good health prior to the start of care**
- Any health concerns must be disclosed in advance
- In the event of illness or injury:

- The owner will be contacted where possible
 - Veterinary care will be sought if necessary
 - All veterinary costs are the responsibility of the owner
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10. Cancellations

- The **25% deposit is non-refundable**
 - Cancellations with short notice may be subject to additional charges
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11. Liability

- All reasonable care will be taken while caring for your animals and property
 - However, Scaled Adventures is not liable for:
 - Pre-existing health conditions
 - Natural illness or death
 - Equipment failure provided by the owner
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12. Additional Charges

- Additional visits, time, or services outside the agreed scope may incur extra charges
 - Any such charges will be discussed where possible
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13. Agreement

By booking with **Scaled Adventures**, you confirm:

- All information provided is accurate
- You agree to these Terms & Conditions