

Terms and Conditions

Please read these terms and conditions carefully.

- We, our or the company refers to SK Pet Travel Experts, the provider of the pet health certificates.
- Website refers to the online platform where our services are made available
- User, you or your, refers to the individual using the website and services, and filling out any relevant client forms
- Pet health certificate refers to the documentation provided by us, which includes information about the identification and vaccination status of your pet.
- Home visit refers to us physically arriving at a predetermined location (likely the client's address) to carry out the physical examination of the animal and deliver the certificate.
- Client Information form refers to the form provided to the user via email, that is required to be completed with animal and client information.

Acceptance of Terms

By accessing the website and using our services, you confirm that you have read, understood and agree to these terms. If you do not agree to these terms please refrain from using our services

Service Description

We offer pet health and travel certificates and a home visit service in order to carry out the physical examination of your animal. The certificates contain information about the pets identification and vaccination status as evidence for non-commercial travel

User Responsibilities

You must provide accurate and up to date information about your pet to generate a pet health certificate, including proof of a valid and up to date Rabies vaccination.

It is your responsibility to verify that the information provided in the 'Client Information Form' is accurate and truthful.

You must pay the fees associated with our services including the deposit and final payment prior to the home visit.

You are responsible for providing an accurate address and contact details, for purposes of the home visit and physical examination.

Privacy Policy

Your use of our services is governed by our Privacy Policy. Please review this policy to understand how we collect, use and protect your data.

Payment and Pricing

Pricing for our services is clearly communicated on our website.

We reserve the right to change our pricing at any time, and such changes will be effective immediately.

Payment of services is due at the time of ordering, and we accept payment through the available payment methods as detailed on your booking confirmation.

Refund Policy

We do not provide refunds for services already provided, e.g. generation of a pet health certificate or a home visit.

Refunds will not be issued due to documentation errors, if the error is due to incorrect completion of the client information form. However, if the error is due to incorrect completion of the health certificate by us, or if there is a problem with the home visit, we will work with you to resolve the problem.

Termination of Services

We reserve the right to terminate or suspend our services to any user at our discretion, especially if we suspect misuse, fraud or a violation of the outlined terms and conditions

Limitation of Liability

Our services are provided 'as is' and we do not make any warranties regarding the accuracy, reliability or availability of our services

We are not liable for any direct, indirect, incidental, financial or special damages arising from the use of our services

We are not responsible for any actions or decisions made based on the information contained in the pet health certificate

Governing Law

These terms shall be governed by and construed in accordance with the laws in the United Kingdom, Any disputes arising from these terms or the use of our services shall be subject to the exclusive jurisdiction of the courts in the United Kingdom

Contact information

For any questions, concerns or feedback regarding these terms of service, please contact us at enquires@skpettravelexperts.co.uk

Changes to Terms

We reserve the right to modify or update these terms at any time. Changes will be effective upon posting the updated terms on our website. It is your responsibility to review these Terms of Service periodically. By using our services you acknowledge that you have read, understood, and agreed to these terms of service and any future revisions.

Terms and Conditions Date: 20th November 2023