



Above Board Pet Travel Ltd

Terms & Conditions

To secure a reservation, a non-refundable deposit of £150 will be required at time of booking. This amount is non-refundable and will be retained for administration costs etc. in the event of a cancellation. Travel will not be allocated or guaranteed until a deposit has been received.

We can offer a monthly payment plan if required. Please ask for further details.

Full payment will be required by the travel date.

In the unfortunate event of a cancellation, Please see below:

- Cancellations made with one month's notice will be eligible for a refund excluding the deposit. if less than one month's notice is given the refund will be proportional to the amount of notice given. Every effort will be made to secure an alternative pet traveller in your place/crate and in this instance pets may be transferred to an alternative available travel date.

(The above is not guaranteed and is at the discretion of Above Board Pet Travel. If an alternative Pet Traveller is not allocated and you wish to book again you will be charged the full standard rate)

Clients must ensure that they select the correct travel Collar/Lead for their pets. This is to ensure the safety of the Pets. We will also require an estimated measurement of the Pet. This is to ensure the correct size of crate is available to allow for a comfortable journey. (Advice and Guidance will be given in writing on the correct travel attire by Above Board Pet Travel).

Should pets require emergency treatment during transport, all costs remain the responsibility of the customer. All reasonable measures will be taken to obtain authorisation from the Pet Owner prior to treatment being sought. (Please ensure that all contact details are up to date prior to the date of travel).

Above Board Pet Travel will require the Pet Owner to be responsible for all documentation and requirements. We ask that you respond within the agreed time frames as due to the changes from January 1st 2021 there are now extra requirements to enter & exit the UK, these are mandatory & need to be completed. Failure to provide requested documents may result in your pet not being able to travel. It is the Pet Owners responsibility to ensure the safe arrival of these documents to Above Board Pet Travel at the address that will be provided to you.

It is the responsibility of the Pet(s) Owner to ensure that the documentation of all Pet(s) adhere to the latest Pet Travel requirements and regulations for the country they are travelling to. Please refer to the Full List of documentation/passports/injections etc that need to be adhered to prior to travel.

By placing a booking, you are agreeing to our terms & conditions.