Terms of engagement

1. Completion of a booking by the pet owner is deemed to be consent by the pet owner, of these terms of engagement.
2. When the pet owner makes a booking, they agree to payment of a non-refundable booking fee of $10. This fee will be returned only if the ‘trip’ is cancelled prior to the pick-up time by the ‘carrier’.
3. The pet owner must nominate an authorised pick-up person or authorised pick up business at the time of booking.
4. Upon booking the carrier will calculate and notify the pet owner of the carriage fee. The trip is not considered ‘booked’ until the pet owner confirms they agree to pay the carriage fee.
5. The pet owner agrees to be present at the pick-up time and pickup place unless the carrier agrees to another arrangement.
6. The carrier will call the pet owner upon arrival at the pick-up place at the pick-up time.
7. If the pet and/or pet owner is not present at the agreed to time and place for pick-up the carrier will wait a minimum of 10 minutes before cancelling the trip whereafter if the carrier cancels the trip the pet owner agrees to pay the cost of the trip in such a case as though it was completed.
8. If the pet owner cancels the trip within an hour of the agreed to pick up time, they agree to paying the carriage fee.
9. The pet owner agrees that the pet will travel in an approved cage or crate, or some other approved harness.
10. If the pet owner doesn’t have a suitable cage or crate, or other approved harness the pet owner agrees to rent one from the carrier for an additional $10.
11. The pet owner must provide an address and phone number of the place the pet is to be dropped off to.
12. The pet owner must, unless the drop off place is a business, nominate an authorised person to whom the pet must be handed over to upon completion of the trip.
13. Upon completing the booking form, the pet owner agrees to pay the ‘carriage’ fee. This fee is due to be paid within 5 working days from the day of carriage.
14. The pet owner is not required to pay the carriage fee is the carrier cancels the ‘trip’ prior to the pickup time.
15. The trip is deemed ‘completed’ once the pet is handed over to the authorised person at the place of drop off.
16. The pet will not be dropped off to anyone other than the ‘authorised person’ or authorised place of business of the drop off place.
17. The carrier must confirm before dropping the pet off, that the authorised drop off person or business has agreed to receive the pet.
18. The carrier agrees to wait 10 minutes after the nominated drop off time if the authorised person/business is not present at the drop off place at the agreed to drop off time.
19. If the drop off is not completed for any reason the pet owner agrees to pay the carriage fee.
20. The carrier reserves the right not to drop the pet off to any person, authorised or not, or any business, authorised or not, if he/she is of the reasonable opinion the pet will not be safe. If this occurs the trip will be considered ‘cancelled’.
21. If the trip is cancelled for any reason after it commences the pet owner agrees to pay all the carriage fee.
22. If the trip is cancelled after commencement of the trip the pet owner agree to pay all reasonable costs involved in returning the pet to the pickup place or to any other person nominated by the pet owner.
23. The carrier agrees to always comply with the SPT Health and Safety Policy.
24. All pets must be secured in a crate or other suitable restraining device (a suitable crate can be rented from us for cost of $8), for transfer to the vehicle, at the pickup place.
25. If a crate or other suitable restraining device is rented from BPTS, BPTS will add the ‘rental cost’ onto the ‘carriage fee’, and this ‘rental cost’ fee must be paid into the nominated account within 24 hours of the agreed to ‘pickup’ time.