

Membership Terms and Conditions

This Membership Terms and Conditions outlines the requirements and obligations for all individuals and businesses belonging to the organisation. Its purpose is to ensure that every member, regardless of their specific service, operates with **animal welfare at the heart of their business**. They are a binding agreement between members and The Pet Care Partnership ("The Pet Care Partnership," "we," "us" and "our"). The Terms govern member's use of the membership resources on all digital devices.

Acceptance

By completing the account registration process or by accessing member resources, you signify your binding acceptance of these Terms. If you do not consent to these Terms, you are prohibited from using The Pet Care Partnership services and must cease use immediately.

Membership

Membership is non-transferable and applicable per individual. Payment entitles the member to one Membership Dashboard login and a single Business Directory listing. Furthermore, seminars and courses provide only one certificate of attendance per active membership.

Memberships may be cancelled with 10 working days' notice. No refund will be given for any remaining time within the annual subscription.

Member Resources

"Resources" refers to the desktop and mobile applications, training websites, educational content, and support tools provided by The Pet Care Partnership to pet-related Service Providers ("Service Providers").

Members agree to adhere to the Pet Care Partnership "Website Terms and Conditions", which may be updated from time to time.

Business Directory

All members must hold up-to-date public liability insurance specifically covering the services they provide.

For home boarders, day cares, kennels, catteries and breeders, a valid local authority animal activity licence is mandatory.

Mandatory Codes of Practice

Members agree to adhere to the Pet Care Partnership "Code of Conduct", which may be updated from time to time.

If you feel that you cannot adhere to the Code of Conduct, email us at info@petcarepartnership.com stating your reasons. If the matter cannot be resolved, you may request to terminate your membership immediately. There is no reimbursement of fees if membership is terminated early.

Professional Conduct & Ethics

Members shall not exploit client relationships for improper gain or engage in unfair competitive practices against other organisation members.

Treat everyone in the community with respect and not engage in discrimination of any kind.

Monitoring & Enforcement

Members listed on the Pet Care Partnership Directory must provide photographic evidence of insurance policies, licences or relevant permits to The Pet Care Partnership, who reserves the right to request such documents at any time.

All formal animal welfare complaints are subject to review by the Pet Care Partnership management team. Members are required to maintain comprehensive records of such complaints, including a detailed log of all remedial actions taken.

Failure to comply with these Terms and Conditions, particularly regarding animal welfare breaches, may result in temporary suspension or permanent removal of membership. There is no reimbursement of fees if membership is terminated early.

Changes

The Pet Care Partnership reserves the right to modify these Terms at its discretion. Such modifications are effective upon publication. A member's continued access to or use of the services following any changes constitutes formal consent to the updated Terms.