



Terms & Conditions

Millie Clamp Mobile Pet Nurse

1. General

All services are provided by a Registered Veterinary Nurse (RVN) acting in a non-clinical, lay capacity. Services are intended to support your pet's general wellbeing and routine care and are provided independently of veterinary direction. By booking an appointment, you agree to these terms.

2. Scope of Services

Services are limited to routine, supportive and preventative care including nail clipping, basic grooming support, administration of medication prescribed by a veterinary surgeon, general wellbeing observations, and owner guidance. Services do not include diagnosis, prescribing medication, veterinary treatment, clinical procedures, or medical advice.

3. Veterinary Responsibility

Clients remain fully responsible for their pet's veterinary care. Millie Clamp Mobile Pet Nurse does not replace your veterinary surgeon. Clients must ensure their pet is registered with a veterinary practice and seek veterinary advice where required.

4. Medication

Medication will only be administered if prescribed by a veterinary surgeon. Clients must provide medication in original packaging with clear written instructions. No medication will be prescribed, supplied, or altered.

5. Animal Welfare & Safety

The safety and welfare of the pet, client and practitioner is paramount. Services may be refused or stopped if an animal is aggressive, excessively stressed, or poses a risk, or if the environment is unsafe. Full payment may still apply where a visit cannot be completed for these reasons.

6. Client Responsibilities

Clients agree to provide accurate information about their pet, disclose any behavioural or health concerns, ensure safe access to the property, and ensure pets are appropriately restrained or contained.

7. Appointments & Cancellations

A minimum of 24 hours' notice is required for cancellations or rescheduling. Late cancellations or missed appointments may be charged in full. Appointment times may vary due to travel or delays.

8. Pricing & Payment

All services include a home visit fee. Prices are confirmed prior to booking and payment is due at the time of appointment unless agreed otherwise. Prices may be updated with notice.

9. Travel & Access

Clients must ensure safe and legal parking, clear access to the property, and that pets are ready at the scheduled time. Additional charges may apply where delays occur.

10. Limitation of Liability

Services are provided with reasonable care and skill. No liability is accepted for pre-existing conditions, undiagnosed medical issues, or outcomes beyond the scope of non-clinical services. Clients remain responsible for seeking veterinary care.

11. Data Protection

All personal data is handled in accordance with applicable data protection laws and will not be shared without consent unless required by law.

12. Right to Refuse Service

Millie Clamp Mobile Pet Nurse reserves the right to refuse or discontinue services where requests fall outside the scope of care, safety or welfare is compromised, or terms are not adhered to.