Terms & Conditions

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We aim to make arrangements clear and considerate during a difficult time. Please read these terms alongside your written quote and our Cancellation Information before agreeing to a service.

1. Our business and services

R Hall Holdings Ltd trading as New Forest Pet Farewells. Company number 17472131. Contact: Rosie Hall, hello@newforestpetfarewells.co.uk, 07725 955496. Correspondence address: 30 Ashleigh Close, Hythe, Southampton, SO45 3QP. We arrange pet collection, individual cremation through a partner crematorium, ashes handover and selected farewell services. We do not provide veterinary diagnosis or euthanasia. Any veterinary service requires a separate arrangement unless expressly stated otherwise.

2. Agreeing your booking

Your written quote or confirmation identifies the services, total price, selected extras, crematorium where relevant, collection arrangements, estimated timing and payment schedule. A contract is formed when we confirm acceptance of your instruction after you have been given these terms and cancellation information. A registration form alone does not confirm a booking. We will provide a copy by email or another format you can keep. Changes require agreement; we will not add optional charges without your express consent.

3. Authority and accurate information

The person instructing us must be authorised to arrange the pet's care and cremation. Please give accurate pet identification, weight, collection details and relevant infection, medication, contamination, implant or access risks. Tell us about pacemakers or other implants if known. We may need veterinary confirmation or to pause arrangements if authority or identity is disputed.

4. Prices, collection and payment

The agreed price includes applicable taxes and any disclosed charges. Core collection covers up to and including 15 road miles from our Hythe base. Additional collection charges are £25 for over 15 up to and including 25 road miles, and £45 for over 25 up to and including 35 road miles; longer journeys are quoted individually. Out-of-hours charges, extra handling assistance and ashes-delivery arrangements must be confirmed before booking. These bands apply to collection, not automatically to every additional journey.

Payment timing

The due date and any deposit will be stated in your quote before you commit. If payment is overdue, we will contact you and may pause an unstarted service after reasonable notice. Any delay or alternative arrangement must respect animal welfare and the pet's dignified care. We do not impose automatic daily penalty fees. Prices will not be increased for an accepted booking without your agreement.

5. Collection, identification and care

We use case identification and handover records to track your pet. Please ensure safe access and tell us about stairs or lifting needs. We transport deceased pets to the agreed partner destination; under our current model we do not store deceased pets at our home address. Refrigerated care and cremation are undertaken by the receiving provider. We will discuss any necessary change of destination before it affects your agreed service, except where urgent action is reasonably necessary.

6. Individual cremation and ashes

Your pet is cremated individually by the selected crematorium so that the returned ashes are attributable to your pet. We will confirm the ashes container and return arrangements. Timing is an estimate unless expressly guaranteed; we will keep you informed of significant delays. Cremation is irreversible. If you change your wishes, contact us immediately: we will check whether instructions can still be stopped. This does not remove any statutory cancellation rights or remedies.

7. Keepsakes and belongings

Fur clippings and paw or nose impressions are attempted where included and appropriate. Results depend on anatomy, coat and physical condition. We will discuss limitations sensitively. Please agree any return of collars, blankets or other belongings before collection. Do not send irreplaceable items without discussing how they will be handled. Personalised memorial designs and spellings require your approval before production. Your rights if an item is faulty or misdescribed remain unaffected.

8. Final grooming

Grooming is individually quoted by size, coat condition and agreed work. A living pet's comfort takes priority: we may pause, adapt or stop treatment where continuing would be unsafe or distressing. We will explain any change and agree a fair charge for work actually supplied. Care and presentation after death is a distinct service that must be agreed separately. We do not guarantee that all requested treatments are appropriate.

9. Photography

Unless your quote says otherwise, a final photography session costs £125 and lasts up to 45 minutes, with breaks as needed. Editing and digital delivery are included. Your confirmation will state the location, expected image selection, delivery time, licence for personal use and any additional travel. No particular pose or result can be guaranteed. If your pet cannot comfortably continue, we will discuss an appropriate alternative or fair adjustment. Public use of identifiable family images or your story requires separate permission.

10. Cancellation and starting promptly

The separate Cancellation Information explains applicable cooling-off rights. We do not assume that a dated pet-service booking removes those rights. Where you want service to begin within a statutory cancellation period, we obtain a separate express request and acknowledgement. An agreement to these terms alone is not that request. Outside statutory cancellation rights, any charge must reflect reasonable direct loss, reduced by costs saved and opportunities to reduce loss, and must not exceed the agreed price. We explain any charge and refund the balance.

11. If we cannot supply the service

If we must cancel, we will contact you promptly and refund payments for services not supplied. Alternatives require your agreement. If an event beyond reasonable control causes delay, we will explain the effect, take reasonable steps to limit it and discuss cancellation or an alternative where performance is no longer practical. Your legal remedies remain available.

12. Care, responsibility and remedies

We supply services with reasonable care and skill. We remain responsible for our contractual obligations, including subcontracted work where we are legally responsible. We do not exclude liability for our negligence, breach of contract, fraud, death or personal injury caused by negligence, or any liability that cannot lawfully be excluded. Natural changes after death and unavoidable variation in impressions are not, by themselves, evidence of poor care. Where something goes wrong, we will investigate and provide the remedy required by law.

13. Complaints and your rights

Please contact Rosie promptly if you have a concern. Our Complaints Procedure explains the process; it does not limit your legal rights. These terms are governed by the law of England and Wales, without depriving consumers elsewhere in the UK of mandatory protections or their right to use the courts available to them. Future changes to these terms do not retrospectively change an agreed booking.