

Animal Squad

Terms and Conditions

Registered Charity No. 1217420 | Last updated: June 2026

1. Introduction

These Terms and Conditions ("Terms") govern your use of the services, website, and activities provided by Animal Squad ("we", "us", "our"), a charity registered in England and Wales with the Charity Commission under registration number 1217420. Our registered office is at 9 Bessemer Crescent, Aylesbury, Bucks HP19 8TF.

By accessing our website, making a donation, participating in our events or volunteering activities, or otherwise engaging with us, you agree to be bound by these Terms. Please read them carefully before proceeding.

If you do not agree with any part of these Terms, you should not use our services or engage with our activities.

2. About Us

Animal Squad is a registered charity operating in England and Wales. We are regulated by the Charity Commission for England and Wales and operate in accordance with charity law and our governing document.

If you have any questions about these Terms or our activities, please contact us at:

Email: team@animalsquad.org.uk

Post: 9 Bessemer Crescent, Aylesbury, Bucks HP19 8TF

3. Use of Our Website

3.1 Permitted Use

You may use our website for lawful purposes only and in a manner consistent with the aims and objects of our charity. You agree not to use our website:

- In any way that violates applicable local, national, or international law or regulation
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material
- To knowingly transmit any data or send or upload any material that contains viruses, Trojan horses, worms, or other malicious or technologically harmful material
- To attempt to gain unauthorised access to any part of our website or its related systems
- To engage in any conduct that restricts or inhibits anyone's use or enjoyment of the website

3.2 Intellectual Property

All content on our website, including but not limited to text, graphics, logos, images, and software, is the property of Animal Squad or its content suppliers and is protected by applicable intellectual property laws. You may not reproduce, distribute, or create derivative works from our content without our express written permission.

4. Donations

4.1 Making a Donation

Donations made to us are used to support our charitable objectives. By making a donation, you confirm that:

- The funds being donated are your own and you are legally entitled to donate them
- You are not acting on behalf of a third party without their knowledge and consent
- The donation does not derive from criminal activity
- You are at least 18 years of age, or if donating as a minor, you have obtained parental or guardian consent

4.2 Gift Aid

If you are a UK taxpayer and eligible to Gift Aid your donation, we can reclaim an additional 25p for every £1 you donate from HMRC at no extra cost to you. To enable Gift Aid, you must confirm that you pay Income Tax or Capital Gains Tax at least equal to the amount we will claim on your donation in the current tax year. It is your responsibility to notify us if you cease to be a UK taxpayer or if your tax status changes.

4.3 Refunds

We are grateful for all donations. As a general policy, donations to charities are non-refundable. However, we will consider refund requests on a case-by-case basis where a genuine error has occurred (for example, a duplicate transaction or an input error). Refund requests must be submitted within 30 days of the transaction. Please contact us at team@animalsquad.org.uk to discuss any concerns.

5. Fundraising and Events

When participating in any fundraising activity or event organised by or on behalf of Animal Squad, you agree to:

- Comply with all applicable laws and regulations relating to fundraising
- Be honest and transparent when collecting donations on our behalf
- Not make any representations about our charity that are untrue or misleading
- Hand over all funds collected within the timeframe agreed with us
- Follow any specific instructions or guidelines provided to you for the event or activity

We reserve the right to withdraw permission for any individual to fundraise on our behalf if we have reason to believe our guidelines are not being followed.

6. Volunteering

Volunteers play a vital role in our work. By volunteering with us, you agree to:

- Comply with our volunteer policies and code of conduct
- Act in the best interests of the animals and people we serve
- Maintain confidentiality in respect of any sensitive information you may encounter
- Notify us promptly if you are unable to fulfil a commitment

Volunteering is not employment and does not create any contractual relationship. We reserve the right to end a volunteering arrangement at any time.

7. Limitation of Liability

To the fullest extent permitted by law, Animal Squad shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to your use of our services, website, or activities. Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under English law.

We make no warranty that our website will be available uninterrupted or free from errors, or that defects will be corrected. We accept no liability for any loss or damage caused by viruses or other technologically harmful material that may infect your computer equipment arising from your use of our website.

8. Third Party Links

Our website may contain links to third-party websites for your convenience and information. These links do not signify our endorsement of those websites or their content. We have no control over the content of those sites and accept no liability for them or for any loss or damage that may arise from your use of them.

9. Changes to These Terms

We reserve the right to update or amend these Terms at any time. Changes will be posted on our website with a revised effective date. Your continued use of our services or website following any changes constitutes your acceptance of the updated Terms. We encourage you to review these Terms periodically.

10. Governing Law and Jurisdiction

These Terms and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms.

11. Contact Us

If you have any questions, concerns, or complaints regarding these Terms, please contact us:

By email: team@animalsquad.org.uk

By post: 9 Bessemer Crescent, Aylesbury, Bucks HP19 8TF

Charity Commission registration number: 1217420