

## Terms and Conditions for Pop-in visits and Dog Walking

Cath's Pet Care provides pop in care for small animals or dogs that have overnight care in place.

### 1. Booking

- 1.1 Cath's Pet Care will provide a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 1.2 All services are charged at hourly rates.
- 1.3 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.4 An in-home consultation is required, prior to booking, for all new clients.
- 1.5 A Booking is confirmed by payment and acceptance of a 25% deposit.
- 1.6 The balance is payable prior to the agreed booking.
- 1.7 Cath's Pet Care accepts cash/cheque/electronic payment.

### 2. Cancellations

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit will be refunded.
- 2.2 Any bookings that are cancelled between 7 days and 48 hours before the start of the booking period will require 50% payment for services.
- 2.3 All bookings cancelled within 48 hours of the booking period will be payable in full.

### 3. Changes to return date

- 3.1 Cath's Pet Care carefully schedules time to serve you and other clients', therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- 3.2 In the event that the client is delayed on return, they must inform Cath's Pet Care immediately and if required, we will use best endeavours to make alternative arrangements for continued cover either with your emergency contact or another per care provider.
- 3.3 Late returns will be subject to an additional charge.

### 4. Aggressive Animals

- 4.1 Cath's Pet Care will not accept aggressive animals. Dogs must not have a history of having attacked other animals or people/children.
- 4.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 4.3 Any dog demonstrating uncontrollable or dangerous behaviour will not be walked. Care will be deferred to the emergency contact. If there are no other pets to care for, the client agrees that the service is then terminated with immediate effect.

### 5. Health

- 5.1 Pets must be clean and free of ticks, fleas, worms or any form of active contagious illness.
- 5.2 Valid vaccination cards must be shown at the time of booking.
- 5.3 Cath's Pet Care will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.

5.4 In the event of a pet requiring veterinary treatment while under the care of Cath's Pet Care, the owner will undertake to pay all resulting fees including expenses incurred for each veterinary visit.

## **6. Insurance and Security**

6.1 Great care is taken to ensure the security of your home and the best care for your pets.

6.2 Cath's Pet Care has valid public liability insurance, for the peace of mind of its clients.

6.3 The insurance covers the duration of the selected service, and for services arranged with the Cath's Pet Care.

6.4 It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

6.5 Cath's Pet Care does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.

6.6 Please inform us at the time of consultation of anyone who may have access to your home whilst our services are being used. This includes cleaning services, maintenance personnel, friends, family and neighbours.

6.7 It is understood that the client will notify anyone with access to the home that the services of Cath's Pet Care have been engaged.

## **7. Collars/Leads**

7.1 Please provide secure collars and leads with appropriate tags for all visits.

7.2 Dogs will be walked on leads unless arrangements have been made for safe free running.

## **8. Fences and cat flaps**

8.1 Cath's Pet Care does not accept any responsibility or liability for any clients' animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area. This includes electronic, wood, metal or any other type of fence, or in premises that contain an unlocked cat flap.

## **9. Household Emergencies**

9.1 Details of shut off points for services into the property are to be provided on the Home Information Sheet.

9.2 In event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

## **10. Thermostats**

10.1 Please leave your thermostat settings within a normal comfortable range.

10.2 If the house temperature is outside of this range, Cath's Pet Care will adjust the thermostat to ensure the health and comfort of your pet(s).

## **11. Pet Waste**

11.1 Cath's Pet Care will properly dispose of your pet(s) waste. We do request however, that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed of.

11.2 Cath's Pet Care will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.

11.3 We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.

11.4 If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean-up time.

## **12. Unforeseen Purchases**

- 12.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, Cath's Pet Care will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

## **13. Inclement Weather**

- 13.1 You will entrust Cath's Pet Care to use best judgment in caring for your pet(s) and home at the time of inclement weather. Cath's Pet Care will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

## **14. Accompanying Visitors**

- 14.1 Cath's Pet Care may wish to have a companion to accompany on an assignment at no additional costs to the client. This will be agreed with the client beforehand.

## **15. Privacy Policy**

- 15.1 All of your information will be kept private and confidential.
- 15.2 Cath's Pet Care highly respects clients entrusting us with the care of their home and pets.
- 15.3 All of our records will be stored securely.

## **16. Updates**

- 16.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

## **17. Liability**

- 17.1 Cath's Pet Care shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond Cath's Pet Care's reasonable control.

## Service Agreement

This signed document is an agreement between Cath's Pet Care and Client. These conditions and the booking form constitute the entire agreement between the client and Cath's Pet Care, and supersede any previous agreement between them.

1. I authorise Cath's Pet Care to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by Cath's Pet Care when needed.
2. Cath's Pet Care reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. Cath's Pet Care agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, the client expressly waives and relinquishes any or all claims against Cath's Pet Care, except for those arising from proven negligence of Cath's Pet Care. Accidental death, injury or loss from straying or theft may be covered in the Public Liability Insurance.
4. Cath's Pet Care will not be liable for injury, disappearance, death or fines of any pet with unsupervised access to the outdoors.
5. Customers will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Cath's Pet Care in the event of a claim by any person injured by the pet.
6. It is expressly understood that Cath's Pet Care should not be held responsible for any damage to the client's property or that of others, caused by the client's pets during the period that they are in its care. Client has advised Cath's Pet Care of all situations which will relieve it of liability for damage.
7. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
8. I authorise Cath's Pet Care to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise Cath's Pet Care to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse Cath's Pet Care for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
9. Cath's Pet Care accepts no responsibility for security of the premises or loss if other individuals have access to the home before, during or immediately after the term of this agreement.
10. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.

I authorise this contract to be valid approval for all future services so as to permit Cath's Pet Care to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation.

My signed booking form constitutes agreement to the aforementioned Policies and Procedures, which are part of this agreement.