

KITTEN KABOODLE

Terms and Conditions

1 Bookings

- 1.1 An initial familiarisation meeting and consultation is required for all new clients.
- 1.2 Bookings may be accepted up to 48 hours before the first visit.
- 1.3 There are no refunds for early returns or last minute changes to pet care, however a credit towards the next booking may be offered.
- 1.4 The client agrees to inform Kitten Kaboodle of their return. However, if the client is delayed Kitten Kaboodle can carry on with the agreed services at the client's request.

2 Payment

- 2.1 A deposit of 25% of the agreed fee is required at the time of booking. The remainder must be settled at least 24 hours before the first visit. Payment can be made by cash or bank transfer.
- 2.2 In the event that the client is delayed, additional fees for any agreed continued care will be invoiced upon the client's return. Additional visits will be charged at the normal rate.
- 2.3 Where services are required long term, the client may make payments on a monthly basis.

3 Cancellation

- 3.1 The client has the right to cancel up to 48 hours before the first visit, otherwise the full fee will be applicable.
- 3.2 Cancellation can be made by telephone, text or email.

4 Duty of Care

- 4.1 Kitten Kaboodle recognises the level of responsibility given when looking after a client's pet(s). The highest level of care will be taken to ensure the safety of the client's property and welfare of the animal(s) in its charge.
- 4.2 As any change in a pet's routine has the potential to cause distress and/or abnormal behaviour in their owner's absence, Kitten Kaboodle will offer comfort and reassurance whilst keeping as close to their daily routine as possible.
- 4.3 In the event of weather conditions or events which may have an adverse effect on your pet(s), e.g. heatwaves, thunderstorms, firework displays etc, Kitten Kaboodle shall take the necessary action to ensure the comfort of the client's pet(s).
- 4.4 In the unlikely event of adverse weather conditions such as snowstorms etc, Kitten Kaboodle will endeavour to keep to the agreed schedule subject to Met Office weather warnings. If unable to do so, the client will be informed of any missed visits and a refund will be offered.
- 4.5 The client will provide sufficient food, litter and any treats for their pet(s) for the duration of the service.
- 4.6 The client should leave their thermostat settings within a normal comfortable range. If the house temperature is outside of this range, Kitten Kaboodle will adjust the thermostat to ensure the health and comfort of your pet(s).
- 4.7 The client will provide sufficient levels food and items of equipment necessary for pet care during their time of absence.
- 4.8 In the event that items need to be purchased to enable Kitten Kaboodle to provide the agreed service, the client will reimburse Kitten Kaboodle upon production of a receipt.

5 Housekeeping

- 5.1 Kitten Kaboodle will dispose of pet waste, however the client is required to supply disposal bags and advise on the preferred method of waste disposal.
- 5.2 Kitten Kaboodle will leave the client's house as found. Extra services will be provided only as agreed.
- 5.3 The client will show Kitten Kaboodle the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
- 5.4 Kitten Kaboodle may charge additional fees for cleaning up after pets where the time or number of occurrences exceeds what would normally be considered acceptable.

6 Behaviour

- 6.1 The client agrees that when booking services for their pet(s) they will disclose any behavioural issues.
- 6.2 Kitten Kaboodle reserves the right to terminate visits if, in its opinion, the behaviour of the pet(s) constitutes a threat to the sitter's personal safety. No refunds will be given in this instance.

7 Health and Medication

- 7.1 The client will inform Kitten Kaboodle of any existing medical conditions and/or prescription medication which require administering. Kitten Kaboodle will follow the instructions given diligently.
- 7.2 In the event of a pet having a contagious disease which has not been disclosed, the client may be liable for the costs of treatment given to other animals who become infected.
- 7.3 If bitten or exposed to any disease or ailment received from the client's pet(s) not previously disclosed, the client will be responsible for all costs and damages that may be incurred as a result.
- 7.4 Flea and worming treatment must be up to date. In the event of a flea or worm infestation, Kitten Kaboodle will carry out treatment at the client's expense.

8 Security

- 8.1 The client will provide one of each key required and advise Kitten Kaboodle of burglar alarm codes. Keys will be coded to ensure anonymity and kept within a locked safe for security.
- 8.2 For regular bookings, it is recommended that Kitten Kaboodle has a spare set of keys for your convenience.
- 8.3 Keys will otherwise be returned upon completion of service.
- 8.4 It is recommended that cats are kept indoors to ensure their health and safety while in the care of Kitten Kaboodle.
- 8.5 If cats are required to have outdoor access, Kitten Kaboodle does not accept responsibility or liability for any cats becoming lost or injured, fatal or otherwise.

9 Data Protection

- 9.1 It is the client's responsibility to ensure all information provided to Kitten Kaboodle is correct and up to date.
- 9.2 The client agrees to accept any decision made by Kitten Kaboodle in the event of not being able to contact the client or emergency contact as a result of missing or inaccurate information. The client will be responsible for any subsequent expenditure.
- 9.3 Client details are stored in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018. Kitten Kaboodle will never pass client details to any third party.
- 9.4 Any clients who no longer wish to use Kitten Kaboodle's services will have their details destroyed after one year.

10 Emergencies

- 10.1 An emergency contact who can make a decision relating to the client's pet(s) or home in an emergency is recommended.
- 10.2 In the event of a household emergency Kitten Kaboodle will attempt to contact the client in the first instance, then the emergency contact. If no contact can be made, Kitten Kaboodle reserves the right to make decisions in the best interest of the pet(s) and the client's home.

11 Insurance

- 11.1 Kitten Kaboodle is fully insured and PVG checked. A copy of the insurance certificate can be made available on request.
- 11.2 The insurance covers Kitten Kaboodle for the services defined within the booking form during the times or periods specified.
- 11.3 It shall be the sole responsibility of the client to ensure their property, its contents and pet(s) are adequately insured throughout the duration of the scheduled services.
- 11.4 The client advised to check to see if their insurance provider needs to be informed that someone will have access to the property in their absence.
- 11.5 Kitten Kaboodle will not be held liable for any break ins or vandalism of property during the service period. The client should ensure that their property is secure before leaving.
- 11.6 Kitten Kaboodle recommends disclosure of a list of people who may have access to the client's home in their absence. This includes cleaning services, maintenance personnel, friends, family and neighbours.
- 11.7 The client will notify anyone with access to the home that the services of Kitten Kaboodle have been engaged.
- 11.8 Kitten Kaboodle will not be liable for the actions of any other person with access to the client's home within the service period.