



## 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, however a credit towards the next booking may be offered.
- 1.4 Sitting services - the client agrees to inform Kitten Kaboodle of their return date and time. However, if the client is delayed Kitten Kaboodle can carry on with the agreed services at the client's request.

### 2 Payment

- 2.1 For sitting bookings, 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 For dog walking bookings, fees are due one week in advance. Payment can be made by cash or bank transfer.
- 2.3 If 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.
- 2.4 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 or walk, 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. Kitten Kaboodle cannot be held liable for any loss, illness, injury or death of any pet unless it can be shown to be negligent.
- 4.2 In the event of weather conditions or events which may have an adverse effect on the client's pet(s), e.g. heatwaves, thunderstorms, firework displays etc, Kitten Kaboodle will take the necessary action to ensure their comfort.
- 4.3 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 may be offered.
- 4.4 The client will provide sufficient food, litter and any treats for their pet(s) for the duration of the service.
- 4.5 The client will 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 the client's pet(s).
- 4.6 The client will provide sufficient levels food and items of equipment necessary for pet care during their time of absence.
- 4.7 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. This is not applicable to walks, where Kitten Kaboodle will provide the necessary supplies.
- 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 or walks if, in its opinion, the behaviour of any pet constitutes a threat to personal safety. No refunds will be given in this instance.
- 6.3 The Client shall accept full liability and responsibility for any event occurring or arising from the behaviour of their pet(s).

## **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 will be liable for the costs of treatment given to other animals should they become infected as a result.
- 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. Keys will otherwise be returned upon completion of service.

## **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 2018 and General Data Protection Regulation (GDPR) 2018. Kitten Kaboodle will never pass client details to any third party without the client's express permission.
- 9.4 Any clients who no longer wish to use Kitten Kaboodle's services will have their details destroyed in line with data protection legislation.

## **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 strongly 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 it deems in the best interest of the pet(s) and the client's home.

## **11 Insurance, Indemnity and Liability**

- 11.1 Kitten Kaboodle will ensure it has suitable and valid insurance relative to services rendered. A copy of the insurance certificate can be made available on request. The insurance covers Kitten Kaboodle for the services defined within the service period.
- 11.2 It is 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.
- 11.3 The client should confirm whether their insurance provider needs to be informed of outside parties accessing their property during the service period.
- 11.4 Kitten Kaboodle will not be held liable for any break ins or vandalism of property during the service period, unless found to be negligent. The client should ensure that their property is secure before leaving.
- 11.5 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.
- 11.6 Kitten Kaboodle will not be liable for the actions of any other person with access to the client's home within the service period.