

Terms & Conditions

Customer Declaration

I (the Client) confirm that I am the owner of the above named pet(s) and I authorise The Cat Woman to act as guardian to the above named pet(s) for the duration of this and any subsequent booking I make. I authorise The Cat Woman to take any action necessary in order to keep the above named pet(s) protected and in good health.

I agree to give The Cat Woman a key to my home which is located at the above address. The Cat Woman will safeguard my key(s) in a manner consistent with that of the professional pet/home service industry; which includes tagging, coding and storing of key(s) and in a manner that offers reasonable protection to Client in the event of loss or theft of key(s).

If The Cat Woman deems that veterinary treatment is necessary during the course of any booking, I agree that I will be responsible for any costs or expenses which may be incurred as a result of such treatment, including out-of-pocket expenses. I agree that whilst The Cat Woman will make every endeavour to agree any such costs in advance, this may not always be possible. I also confirm that no liability will attach to any employee of The Cat Woman.

I confirm I will be responsible for the purchase of provisions including cat food and cat litter. In the event that additional items are required, these will be purchased by The Cat Woman and will be added to the final bill, along with time costs incurred, and reimbursed by myself.

I understand the potential consequences that could occur to my cat(s) while having access to a cat flap, or other opening allowing the cat(s) to leave the premises. I agree to release The Cat Woman, including employees, from all liability should my cat(s) become lost, injured or otherwise harmed as a result of my cat(s) having access to an open cat(s) flap or other opening such as windows and open doors.

I confirm I have read and understood the terms and conditions and understand that these terms and conditions will apply to any and all future visits made by The Cat Woman.

The Small Print

I (the Client) am responsible for paying for the service provided by The Cat Woman at the agreed cost. The balance should be paid no later than 30 days after completion of the care period. Cancellations with less than 48 hours' notice will be charged at full rate. If full payment is not made by this time any outstanding debts may be passed on to a debt collection service and any collection costs incurred will be added to the outstanding balance. Interest will also be charged.

All Client information such as alarm codes, contact numbers and keys are held in the strictest confidence and are kept securely. All personal information will be held confidentially and will not be passed to third parties.

Following the service period, The Cat Woman will securely retain the Client's key(s) for safekeeping and will deliver the key (s) where requested by the Client at the charge listed. Keys will only be returned to the Client or Client's representative.

The Cat Woman cannot be held responsible for theft from or damage to your property, or any third party property, except where this is directly caused by reckless acts on the part of The Cat Woman.

The Cat Woman will not agree to leave your house key in your home on the last visit due to possible return delays where your home and pets would be left neglected resulting in The Cat Woman being unable to access your property.

The Cat Woman cannot guarantee that the visits will be carried out a specific time but will make every effort to visit in an agreed timescale. The only exception to this is where the cat(s) requires medication, in which case we will make every effort to visit at the specified time, or as close to this as possible.

In the event of extreme adverse weather conditions, The Cat Woman will make every effort to continue with the visits as planned, however we reserve the right to alter the booking schedule until such time as the weather improves, ensuring as far as possible that there is sufficient food and water for your cat(s).

Where the cat(s) is allowed to go outside as requested by the Client, we will make all endeavours to ensure your cat(s) is/are brought inside your home for the evening if so requested, however if the cat(s) does/do not return within the duration of the visit, we will have no option but to leave the cat(s) outside with an adequate supply of food and water, and/or adjust any cat flap to the 'in only' setting (if applicable).

We cannot be held responsible for any cats which go missing where the Client has instructed us to allow the cat access to the outdoors or whereby the client has left open windows or doors which enable the cat(s) to exit the property. In the event of your cat(s) going missing, we will continue to provide care visits for your cat(s) for the duration of the service term. We will notify you/your emergency contact and your vet that your pet is missing from your home (that is, if we have not seen the cat(s) for a period of 48 hours or more).

In the event of any cat(s) becoming ill whilst in our care, we shall endeavour to use the pet's registered veterinary surgery (as advised at the initial consultation) wherever possible, although we reserve the right to use whichever veterinary surgery we deem to be appropriate in the circumstances. We will always try to obtain the Client's consent (or that of the Client's nominated representative) to any veterinary treatment prior to the commencement of such treatment, although where any emergency treatment (that is, to save the cat(s) from death or serious injury or illness) is required and we are unable to contact the Client or the nominated representative to obtain prior consent, we will authorise the veterinary surgeon to proceed. The Client will always be responsible for paying or reimbursing any veterinary costs incurred during the booking period.

We agree to exercise all reasonable and due care to prevent injury or death to cat(s) in our care. The Cat Woman will not be held liable for any injury or death of cat(s) in our care except where caused by reckless acts on the part of The Cat Woman. In the event of the death of any animal in our care, we shall contact you or your nominated contact to discuss arrangements.

We shall not be liable for any third party injury or damage, except where caused by reckless acts on the part of The Cat Woman.

Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing its obligations under this Agreement caused by conditions beyond its control including but not limited to acts of God, war, strikes, fires, floods, governmental restrictions or power failures.

We strongly recommend that all cats are kept up to date with all necessary vaccinations, as well as flea and worming treatments. We accept no liability for any infectious diseases, or flea/worm infestations, acquired by any cat in our care either during or subsequent to our care period, where such cats were not up to date with the necessary vaccinations and/or preventative treatments at the commencement of any individual booking.

We reserve the right not administer any over the counter medication deemed ineffective or hazardous by veterinary professionals.