

TERMS AND CONDITIONS FOR CATCAREBRUM

1. Services provided

- We offer in-home cat sitting, feeding, litter box maintenance, playtime, medication administration (if required), and basic household tasks such as plant watering and mail collection, as specified during booking.
- Services may be customised according to your cat(s) specific needs as discussed and documented in the initial consultation.
- Additional visits, extended hours, or emergency care may be arranged, subject to availability and additional charges.

2. Booking and payment

- All bookings should be made at least 7 days in advance. Short-notice bookings are subject to availability and may incur an additional fee.
- No deposit is taken before commencement of the booking; therefore, payment of the invoice issued should be made within seven days of its issue.
- Payment can be made via cash, bank transfer or other methods as agreed.

3. Client obligations

- You must provide accurate information about your cat's health, temperament, dietary needs, medication, and any special requirements.
- You must ensure your home is safe and accessible to the CatCareBrum service provider. This includes providing working keys, security codes, and instructions for alarm systems.
- All supplies (food, litter, medication, cleaning products, etc.) must be provided and accessible for the duration of the service period.
- If your cat(s) have a history of aggression or behavioural issues, you must disclose this in advance. Failure to do so may result in refusal or discontinuation of services.

4. Cat Health and Safety

- We reserve the right to refuse service to a cat(s) that appear unwell, injured, or pose a danger to the sitter.
- Should your cat(s) require medical attention during our care, we will attempt to contact you or your designated emergency contact. If unreachable, we will seek veterinary care at our discretion. All veterinary costs incurred will be your responsibility.
- We are not liable for pre-existing medical conditions, illnesses, injuries, or accidents that occur during the service period unless due to our proven negligence.
- Where the cat(s) is/are 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 where 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 48 hours or more).

5. Property access and security

- All keys and security information provided will be stored securely and used solely for the provision of agreed services.
- Keys will be returned within 48 hours after the end of services, or securely stored, as per your preference.
- We will lock all doors and windows and activate alarm systems (where applicable) at the end of each visit, unless otherwise instructed.

6. Liability and insurance

- We carry appropriate insurance for pet sitting, including public liability and current DBS checks.
- While every effort is made to ensure the safety and well-being of your cat and property, we are not liable for damages, theft, or loss caused by third parties or unforeseen events (e.g., natural disasters).
- You are advised to inform your home insurer that a pet sitter will have access to your property.

7. Emergencies and unforeseen circumstances

- If we are unable to perform our duties due to illness, accident, or other emergencies, we will notify you immediately and attempt to arrange for a qualified substitute or refund for missed visits.
- If access to your home is impossible due to circumstances beyond our control (e.g., weather, road closures), we will notify you and make reasonable efforts to resume services as soon as possible.

8. Behaviour and aggression

- We reserve the right to cease services if a cat is aggressive, excessively fearful, or poses a risk to our safety.
- In such cases, you or your emergency contact will be notified promptly.
- No refunds will be given for unused services resulting from undisclosed behavioural issues.

9. Photographs and updates

- We will provide daily updates, including photographs or videos, of your cat during the service period. These may be sent via email, text message, or other agreed-upon means.
- We may seek your consent to use non-identifying images of your cat for promotional purposes on our website or social media. Your privacy will always be respected, and you may opt out of this at any time.

10. Confidentiality and Data Protection

- All personal and property information provided is kept confidential and used solely to deliver our Services.
- We comply with applicable data protection laws. Your data will not be shared with third parties except as required to deliver our Services or by law.

11. Complaints and feedback

- If you are dissatisfied with any aspect of our service, please notify us as soon as possible so we can address your concerns.
- Formal complaints should be made in writing within 7 days of the end of the service period.
- We value your feedback and continually strive to improve our services.

12. Amendments and termination

- We reserve the right to amend these Terms and Conditions at any time. Changes will be communicated to you in writing or via our website at least 7 days before taking effect.
- Either party may terminate the agreement with written notice. All outstanding balances must be settled, and keys returned promptly.

13. Force Majeure

- We are not liable for delays or failure to perform our obligations due to circumstances beyond our reasonable control, including but not limited to natural disasters, illness, government action, or strikes.

14. Governing Law

- This Agreement shall be governed by and construed under the laws of England

15. Entire Agreement

- This Agreement constitutes the entire understanding between the parties concerning its subject matter and supersedes all previous agreements or representations, whether written or oral.
- If any part of this Agreement is found to be unenforceable, the rest shall remain in effect.

Please review these Terms and Conditions carefully. By booking our services, you confirm that you have read, understood, and agree to be bound by them. For questions or additional requests, please get in touch with us at KrazyKatWoman1964@gmail.com. Thank you for choosing CatCareBrum for your pet care needs.