

Cats Whiskers - Professional and Reliable Cat Sitting Services.

Enjoy your trip with peace of mind.

"Cat's Whiskers" is a care service set up exclusively for your cats. We only visit cats and have a tremendous rapport with them. We will give your cats lots of love and affection while you are away and attend to all their needs.

We are recommended by a local vets and they have trained us to give injections, administer pills and other medication. You should have no concerns that your best friend is in the best possible hands in your absence so you can go away with peace of mind.

Before You Go:

Make sure that there is plenty of your cat's favourite food. If there is insufficient food and or litter then we will supply the Applaws Cat Food and Worlds Best Cat Litter that we are now distributing to cover the number of visits remaining. This will be invoiced to you at standard retail cost. If your cat is on a special diet then a cost will be added to your bill for shopping (see prices).

Leave out washing up liquid and a dishcloth, a cloth that you do not mind being used on the floor (just in case of any little accidents) and some kitchen or toilet roll. If your cat uses litter then please leave plenty of your usual litter, a litter scoop, a dust pan and brush and a plentiful supply of disposal bags. We always take all rubbish away to avoid smells. (Old supermarket bags are great).

Make sure the spare keys are working, and if we have the keys please inform us if you have changed the locks.

Do let us know what time you will be leaving and returning and if anyone else will be visiting or staying during your absence to avoid any embarrassment.

We request that you supply parking vouchers for the period that you are away if there is a residents parking scheme in force in your area. Visits are NOT possible without vouchers.

Please leave us a note if there are any points we did not discuss when you booked, or if there are any changes from the regular routine.

During Your Absence:

We will visit your cats the agreed number of times a day.

At each visit we will wash all bowls, feed as directed and refresh water. If a litter tray is in use we will clean and top up litter. We will always give lots of love and affection. All rubbish will be removed.

Should a problem arise during your absence that we believe requires the assistance of a vet, we will make every effort to contact you on the numbers supplied. However, if this is not possible, we reserve the right to seek veterinary treatment for your cat without consent and to be reimbursed upon your return. We will contact Caroline Ficker the "Home Visit Vet" unless you instruct us to the contrary, and there will be a small charge for our time should this occur.

If your stock of your cat's normal food should run out during your trip, we will replenish this to cover the remainder of your absence. We will replenish with the new range of Applaws cat food that we are now carrying (unless your cat is on a prescription diet) and we will add this cost to your bill.

If you do not call us upon your return, we will continue to visit on the afternoon of the day following your scheduled return and until such time as you make contact as your cat's welfare is our prime concern. Charges will be made for these additional visits.

We know your cats are very dear to you, otherwise you would not be seeking a service such as ours. Every effort is made to ensure your cat's safety, however on rare occasions problems do occur and we cannot be held liable for these.

Upon Your Return:

Please telephone us to let us know that you have returned safely and are able to resume caring for your cats. If we do not hear from you we will assume that there has been some delay and continue our visits as outlined above, so please make every effort to keep us informed of any change to your plans.

Once you have let us know that you are home, we will arrange to return your keys to you (see Prices) unless we have your permission to keep them or alternative arrangements have been made.

If you are making a balance payment by cheque, please send it to us at the address below.

Any occurrences not covered by the previous items will be dealt with in a professional way and with your cat's best interests as our top priority.

Booking:

To make a booking or arrange a FREE introductory visit, email Joanne on joanne@cats-whiskers.info or call 07813 322475 / 020 7359 1483. Written confirmation will be given to all email bookings and we prefer bookings made in this way as it avoids any errors. If you book our service in any other way please confirm in writing.

Pills are administered at no extra charge and insulin injections given at £3 each. If you live within the congestion charging zone we are delighted to let you know that we are congestion zone exempt!!!

We prefer to hold keys whenever possible and can then guarantee to visit at short notice should an emergency occur, except over Christmas when notice is required.

We appreciate at least 3 days notice.

Payment:

Please make full payment prior to departure by direct transfer or by cheque for collection on the first visit. Cheques should be made payable to Ms Joanne Quittner.

Balance payments may be sent to Cats Whiskers, 58 Colebrooke Row, London N1 8AF.

