

Cat's Whiskers Terms and Conditions

1. Bookings and booking cancellations must be made by email so that we have a record of all communications. We cannot be held responsible for missed bookings/ cancellations if they are made in any other way.
2. For bookings or cancellations requested the day prior to visit commencement, or for cancellations made the day prior to the last visit, an additional standard visit cost will be applied.
3. We request that any communication by phone or sent by text is followed up with an email.
4. The cost of your visit will be confirmed by Cat's Whiskers prior to your first booking. This rate will be doubled for all bank holidays and New Years Eve. Prices may increase and we will endeavour to notify you in good time.

It is the responsibility of the client:-

5. To ensure that all keys and locks are working well so that Cat's Whiskers are able to gain access.
6. To ensure that they inform Cat's Whiskers if any lock is changed.
7. To ensure that any new key supplied after a lock is changed is delivered to Cat's Whiskers in good time ahead of any upcoming visits and is working well.
8. To ensure that keys are dropped at the correct location and if at all unsure to contact us before making the drop and to let us know when to expect you, so that we can make sure we are available to receive your keys.

*(Our office address is **Unit K, Reliance Wharf, London, N1 5EW**
Please refer to our website on days/times the office is open for key drop offs and collections).*

9. To double check the dates and visit times stated by Cat's Whiskers in the Booking Confirmation email and to notify us immediately of any errors. The dates and times contained in this email will be followed by the Cat's Whiskers team and you will be charged accordingly unless you tell us otherwise.
10. To let us know what time you will be leaving and returning so we can ensure the visits are done in a timely manner.
11. To let us know if there are any changes in required medication. We cannot be held responsible if you do not inform us of changes by email.

12. To leave sufficient food and litter for the duration of your trip. An additional charge will be made for any shopping required (see price list).
13. To let Cat's Whiskers know by email that you are home safely. **Cat's Whiskers will terminate visits on the day requested unless notified to the contrary.**
14. To supply visitors' parking vouchers for each visit requested. **Visits cannot be made without parking vouchers** (unless you are in an unrestricted area or have off street private unrestricted parking).

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 cats' safety, however on rare occasions problems do occur and we cannot be held liable for these.