

Guidelines to assist our cat sitters

1. Before You Go

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

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.

If your cat's care regime has changed since we last visited, we ask that you please email the office with the details rather than leaving hand-written notes. It has been known for cats to knock them off work services etc and the team all refer to instructions that are held on our client files. We will endeavour to check about medication changes on each visit but we cannot be held responsible should you not inform us of changes.

Ensure there is enough food, litter and medication for your entire booking:

- Make sure that there is plenty of your cat's favourite food. If there is insufficient food and/or litter (or we are unable to reach you to verify where the spare is kept) then we will supply this to cover the number of visits remaining. You will be invoiced for any food or litter purchased at standard retail cost.
- If you would like us to use special cutlery and dishes for feeding, please leave these somewhere obvious.
- Please leave out a cloth and cleaning materials 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. If we are unable to a scooper, we will advise what implement has been used instead.

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.

2. During Your Absence

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 your registered vet in the first instance and if they are closed we will use the nearest animal hospital. There will be a charge for our time should this occur (see pricing page).

It is your responsibility to let us know you are home - visits will terminate on the day you requested unless we are informed to the contrary.

For cancellations made the day prior to the last visit, an additional standard visit cost will be applied.

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.

3. Upon Your Return

We really appreciate an email from you to let us know that you have returned and are able to resume caring for your cats. If we do not hear from you we will assume that you are home safely.

And if you are happy with our services, a short Google review that we may use on marketing materials would be most welcome! We will not publish your name without seeking consent.