

HOW LONG ARE YOUR VISITS?

Visit length depends on the needs of your cat. If your cat needs more time & additional company please let me know when making your booking and I'd be happy to arrange that. Please see my ‘pricing’ section for current pricing.

CAN I BOOK YOU AT SHORT NOTICE?

Of course. If you are away from the house longer than expected, returning from holiday later than planned, or are having an impromptu night out, please let me know and I will do my best to help.

ARE YOU INSURED/ DBS CHECKED?

Yes I am.

I've been DBS checked, and I'm fully insured. I'm more than happy to provide copies of both.

WILL YOU PROVIDE ME WITH UPDATES DURING MY BOOKING?

Of course!

I want to take away any anxiety you might feel about leaving your cat. I'll send you daily updates and pictures (via email or WhatsApp) during your visit so that you know they are well looked after, and can enjoy your break!

I may share your pets images on social media, but will always wait until you have returned home before doing so. I will not identify you in any images shared.

CAN YOU FEED MY RABBIT/GUINEA PIG/FISH/LIZARD TOO?

Absolutely!

My pet sitting isn't just limited to cats. I'm more than happy to look after any other pets you may have and ensure that they are well cared for. I've previously looked after rabbits, guinea pigs, hamsters and gerbils.

CAN YOU WATER MY PLANTS/SHUT CURTAINS/PUT OUT BINS DURING YOUR VISITS?

Of course!

I'm happy make sure your plants are watered, bins go out, collect your post and any other odd jobs that need doing so you don't have to worry while you're away! Please give us details of what you need and we can arrange that for you.

MY CAT IS AN INDOOR CAT, CAN YOU MAKE SURE DOORS/WINDOWS ARE CLOSED?

I'm very careful to make sure windows and doors are shut around indoor cats. Please ensure that your pet is not able to run out of the door when we come in.

ARE YOU ABLE TO GIVE MY CAT MEDICATION?

Yes! Though I am currently unable to administer any injections. Please ensure all pre-diagnosed illnesses are mentioned when booking. I will only administer medication that has been specifically prescribed to that pet. The medication should be clearly marked, stored correctly and you should ensure that there is enough medication to cover until your return.

WHAT IF MY PET FALLS ILL WHILE I’M AWAY?

If I feel that your pet is unwell I will of course get in contact with you. I will make an assessment of the pet, however I am not a vet, so if deemed necessary I will take your pet to your nominated vet for assessment. I reserve the right to charge extra to cover my time and fuel. If you decide that you do not want me to take your pet to the vet, I will not be responsible for any decline in their health or any additional costs. I will not be liable for any veterinary costs. I will ensure that your pet is safely transported to a vet in a secure carrier.

PAYMENT POLICY

I will require a booking deposit of 20% of the proposed invoice, in order to secure your dates. This can be by cash or bank transfer.

The remaining balance will be due within 7 days of your return. A full invoice will be provided shortly after my final visit.

The payment due will be required by bank transfer or in cash in full. There is no discount offered for any means of payment.

We as a company reserve the right to impose an initial late fee of £25 if a payment is overdue, then £2.50 charged on a daily basis from the second day until payment is received in full. Should any payment due under this agreement remains unpaid for seven days after it falls due, Carlie’s Cat Corner reserves the right to apply to recover costs through small claims court proceedings.

If you are having difficulties making payments please get in touch to arrange a payment plan.

# TERMS OF SERVICE

1. These terms and conditions take effect from 1st October 2022 and replace all terms and conditions and documentation whatsoever previously published by or on behalf of Mrs Carlie Tosh and Mr Barry Tosh trading as “Carlie’s Cat Corner”, relating to the care and welfare of any acceptable cat or small animal.
2. No variation of these terms and conditions shall be acceptable to or binding upon Carlie’s Cat Corner unless agreed and confirmed in writing prior to entering into this agreement.

3. By entering into a booking with Carlie’s Cat Corner the customer agrees to these terms of service.

Cats and Small Animals

4. Carlie’s Cat Corner undertake to visit the clients’ pets in their home, and will feed the cat with food as agreed with the pet owners. Visits shall be made once or twice per day in agreement with, and charged to, the Client. All reasonable attempts to feed the animal with pre-agreed foodstuffs will be carried out but ultimately the choice of menu will be at the discretion of Carlie’s Cat Corner.

5. The client shall provide the pet/s regular food, medication and supplements. If a litter tray is used then an adequate supply of litter and cleaning materials must be provided.

6. The client shall furnish Carlie’s Cat Corner with a full explanation of the cat’s lifestyle and habits, preferences etc. And shall be responsible for advising Carlie’s Cat Corner of the pets behaviour, temperament and medical history and current medical needs.

7. Owners should ensure that cats are regularly treated with flea treatment and, for the comfort of me and my own pets, I retain the right to refuse service to pets that aren’t regularly treated.

8. Should a pet appear unwell, Carlie’s Cat Corner shall assume responsibility for referring any cat in its care to a veterinary surgeon and the owner shall accept liability for any veterinary, or other associated costs submitted in connection therewith. Carlie’s Cat Corner will make every effort to use the cat/s own veterinary Practice, however, if this is not possible another practice will be used. These visits are not usually charged unless it takes an excessive amount of time or multiple visits are required.

9 Under no circumstances shall Carlie’s Cat Corner be liable in any way whatsoever for the deterioration of any existing / diagnosed condition of any pet (s) in its care. All expenses / veterinary costs (including costs of prescription drugs or any other medication) are solely the responsibility of the owner.

10. Carlie’s Cat Corner shall not be liable for the loss or death of any pet under its custody caused by any action other than the direct action of Carlie’s Cat Corner personnel. In any event, Carlie’s Cat Corner liability in respect of loss or death of a pet shall be restricted to the monetary value of such animal.

11. Carlie’s Cat Corner shall use its best endeavours to care for the client’s pet in the most effective manner possible, but shall not be liable to the client in respect of any loss caused by latent defect in food or other material provided for the pets welfare.

12. The client shall leave appropriate cleaning materials for us to clean up after your pets if required. We will clean up as best we can, however we will not be responsible for any residual marks or damage to your property caused by the mess, or by your cleaning materials.

Keys

13. The pet owners shall provide Carlie’s Cat Corner with one full SPARE SET of keys to the client’s property together with instructions on the operation of the burglar alarm or other security system/s. The client should ensure that all doors/windows that need to be opened are in good repair and that locks are in good working order. Carlie’s Cat Corner will not be liable for any breach of the client’s home security due to poorly maintained or ill-fitting locks and doors. Should Carlie’s Cat Corner be unable to access the property due to defective keys a £25 charge will be immediately added to the bill to cover time and inconvenience as well as any additional costs such as a locksmith.

Any keys held by us will be attached to a numbered tagged, and will not directly identify your property.

14. If you do not wish us to hold your keys, Carlie’s Cat Corner can return them to you through your letterbox whilst out on our rounds once any outstanding charges have been settled. Charges will be incurred if an appointment is required. If the client requests the keys to be left in a communal hall, this is at the client’s own risk.

15. For subsequent bookings if the keys to your property have been returned, then they shall be delivered by the client to Carlie’s Cat Corner at least two working days prior to the first visit or arrange for Carlie’s Cat Corner to make collection prior to the booking start time.

Prices

16. The client shall be liable for payment of Carlie’s Cat Corner fees for welfare visits and also the cost of food, vets’ bills or any other accounts incurred on the cats’ business.

17. All accounts and charges are payable within 7 days of the invoice date. Payment details will be provided on the invoice sent to the customer.

18. Carlie’s Cat Corner reserves the right to charge an initial late fee of £25 and then £2.50 charged on a daily basis from the second day until payment is received in full if an invoice is overdue as per the payment policy (Late Payment act 1998).

19. Carlie’s Cat Corner shall make all reasonable endeavours to locate adequate parking facilities close to the client’s property The client should leave parking permits or an appropriate amount of cash for parking. In the event of incurring any excessive parking penalties necessitated by the need to make a welfare visit, the client shall accept liability for the same.

20. Prices and costs, except where quoted by Carlie’s Cat Corner as covering a specified period are subject to revision at any time in the event of any increase in costs caused by circumstances beyond Carlie’s Cat Corner control, and Carlie’s Cat Corner reserve the right to charge any such revised prices. I reserve the right to quote Christmas bookings at a higher rate, which will be agreed with you, and which needs to be accompanied by a 50% non-refundable deposit.

Bookings / Cancellations

21. The client agrees to give Carlie’s Cat Corner 48 hours’ notice minimum of each booking and 36 hours notice for a cancellation, where cancellations are made after this time a small administration fee of £15 will be charged.

Insurance

22. The clients will be responsible for ensuring adequate buildings, contents and property owners' liability insurance for any property which Carlie’s Cat Corner shall be required to visit. Such insurance shall cover the risk of damage caused by the pets whilst left unaccompanied in the property.

23. Carlie’s Cat Corner, although fully insured against employers’ liability and public liability risks, shall counterclaim against the client or householder in the event of any claims arising for breakages caused whilst the pet is being cared for by Carlie’s Cat Corner.

Other

24. Carlie’s Cat Corner personnel will make all reasonable efforts to make their visits at regular intervals. The exact timing of visits will be at the discretion of Carlie’s Cat Corner. The exception is if an animal in our care requires medication, which the customer is responsible for making Carlie’s Cat Corner aware of the timings required.

25. Carlie’s Cat Corner personnel shall be discreet at all times and shall make every effort to make their visits as quiet and as unnoticeable as possible.

26. Carlie’s Cat Corner personnel are responsible for the pet care and wellbeing of animals during visits and are not responsible for any mess that pets have caused during the pet sitting booking. This includes and is not limited to pets making a mess outside of the litter tray, and food bowls. Should the owner use a cleaning service during or after the pet sitting booking, Carlie’s Cat Corner is not responsible for any charges for this.

27. Carlie’s Cat Corner personnel are not responsible for the emptying of any bins on the property but can put customers' bins out for collection with a prior agreement.

28. Should the owner have anyone else enter their property during the pet sitting booking e.g. cleaners, tradesmen etc, Carlie’s Cat Corner is not responsible for any damages or breakages that occur.

29. Carlie’s Cat Corner shall be under no liability if it shall be unable to carry out any provision of the contract for any reason beyond its control, including, without limiting the foregoing, any act of God, legislation, pandemic, war, fire, drought, failure of power supply, lockouts, strike, or any action taken by employees or owing to any liability to procure materials required for the performance of the contract. During the continuance of any such contingency, the client may, by written notice to Carlie’s Cat Corner, elect to suspend the contract and make alternative arrangements for the care and well-being of their cat/s or animals.

Dated 4th October 2022.