

Terms and Conditions of being a Purrfect Company Cat Sitter

Hello, this is the serious bit. Could you please have a look through and confirm by email that you agree to the terms and conditions. If you have any questions please let me know. Thank you.

- As a Purrfect Company cat sitter I agree to work as a self employed sitter and will register myself as such with the HMRC. I understand as self employed I will not get paid holiday or sickness pay. I understand it is my own responsibility to provide my tax information to the HMRC at the end of each financial year and pay my taxes owed.
- I agree to work hard and provide the best customer service and cat sitting service to all of our cat sitters.
- I understand that I have to use my own computers and mobile phone for all communications with customers and to access Social media.
- I have proven to Heather Neal that I have a fully valid DBS check and should anything change I will let Heather Neal know immediately.
- I understand I am covered by Purrfect Company's business insurance policy whilst undertaking any cat sitting work which is detailed and logged on my own Google sheet.
- Whilst working for Purrfect Company I agree that all customers are that of Purrfect Company and cannot be taken with me should I leave to work for other cat sitting companies or work for myself. This includes the use of any photos or videos taken of Purrfect Company cat customers during your time as a Purrfect Company sitter.
- I agree to give Heather Neal 2 weeks notice when leaving Purrfect Company at which I will return all completed and uncompleted Purrfect Company booking forms and any printed items and documentation within a couple of days of notice.
- I understand I will be paid the Cat Sitters rates as per stated in the 'Guide to being a Purrfect Cat Sitter' manual. It is my duty to keep all Purrfect Company bookings updated on my own Google Sheet. I understand that if I attend a booking without detailing it on my sheet this could affect the insurance policy cover and therefore may incur disciplinary action.
- I will be paid the full Cat Sitters rate before the end of my booking. Heather Neal will notify me when customers have paid by detailing this on the google sheet. Heather will let me know once payments are made. If a customer pays in cash, I agree to pay Heather Neal by bank transfer the amount owed to Purrfect Company before the booking commences. Failure to pay will result in disciplinary action.
- If I cannot make a scheduled Initial booking meeting I must tell the customer straight away. If I cannot attend any of the cat visits for any reason I must call Heather Neal immediately and make her aware. Failure to contact Heather Neal for any missed cat sits or failure to contact customers when unable to make the initial booking meeting will result in disciplinary action.
- If I am sick during a booking and I am unable to attend sits I must let Heather Neal know immediately. If there are no other sitters available to help with the sits then I am able to use my nominated 'reliable helper'. I understand I am responsible for the 'reliable helper' and anything that may happen whilst they are attending the cat sits. I understand that if I am sick more than two times during the year whilst attending cat

sittings then Heather Neal will need to investigate my sickness which may lead to disciplinary action.

- I am expected to uphold all arranged bookings throughout the year. If my circumstances change I must make Heather Neal aware straight away to see if someone else can do the booking. If this happens more than twice throughout the year there will be disciplinary action.
- Purrfect Company is the property of Heather Neal. All printed materials issued, website, logos, social media usage and advertising belongs to Heather Neal. If there are any discrepancies with any of these items Heather Neal has the final word as owner of the business.
- I understand that I must contact Heather Neal immediately should anything happen to any of the cats in my care.
- I agree to look after all house keys with the utmost safety. I agree to make sure all windows and doors are locked when leaving the property. I agree to make sure all homes are left clean and tidy. I agree only to let additional people into the customers house which has been approved by the owners at the initial booking meeting, ie babies or small children. I am not permitted to let anymore than one adult into the house during the cat sit bookings. I will respect all the customers' houses and possessions.
- Termination - Heather Neal has the authority to terminate my role as a cat sitter with immediate effect should any of the terms and conditions be broken.
- Termination from poor service - Should Heather Neal feel the service I am providing is at fault and causing customers to cancel or not proceed with bookings then she has the right to terminate my role immediately as a Purrfect Company cat sitter. This will only occur after 2 previous conversations to give me a chance to improve the service I'm providing. These conversations will be documented and emailed to me.
- Disciplinary action will involve a vocal warning, written warning and then termination of the role. If Heather Neal feels it is appropriate then termination may be used as the first and final stage of disciplinary action.

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I, (Name), confirm I have read and agree to the terms and conditions in this document provided to me. I have also read through all the documentation in the welcome pack including the 'Guide to being a Purrfect Company Cat Sitter'.

Date of service commencement:

Signed.....

Date..... / /