



Hello,

Thank you for your recent enquiry with us. By choosing to use our services you can go away with peace of mind knowing your cat(s) are going to be well looked after and incredibly loved. If you choose to receive our daily updates, photos and videos, this will also help you feel better about leaving your beloved floofy babies behind in the safe and comfort of their own homes. Do not worry about them whilst you are away, they will spend a lot of time asleep and will wake up to cuddles and conversations from your cat sitter to keep them feeling safe and secure.

As professional cat sitters your cat will receive food in clean bowls every time, fresh water changed daily and litter trays kept clean. Your home will be safe in our hands and we will clean up any little messes your little monkeys might make so you can be assured to come back to the house as you left it. If you could make sure our sitters have easy access to washing up facilities, cleaning items and the litter trays are clean when you go away this will be really helpful.

At your meeting your sitter will go through a care sheet with you. This form ensures we take down all the important information about your cats and makes sure your sit is as you expect it to be - Including any additional tasks like popping the bins out or watering the plants.

The following pages include our terms & conditions and information about our services which you agree upon when signing your booking sheet at the meeting with your sitter. Please could you take a quick read. If you have any questions you can ask your sitter at your meeting or contact me directly. Your booking is not finalised until we have received payment which can be after the meeting once you're happy.

I am very proud of my Purrfect Company team. I started the business in April 2016, which has grown due to the excellent service we have provided. Each of the Purrfect Company sitters are reliable and incredibly enthusiastic about cats. They have all been interviewed, referenced and DBS checked by myself. Customer service is very important to me and I want to make sure you receive the best. If you have any queries or if you can think of a way we can improve our services I would love to hear from you. We also love receiving reviews from customers on our Google page or on our Facebook page.

Purrry thanks,

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Terms and Conditions for Purrfect Company Cat Sitting Customers

- We promise to treat your cat and your homes like our very own.
- All bookings can only be confirmed after an Initial Booking Meeting in your own home. Your allocated cat sitter will arrange this with you upon your initial correspondence with us at Purrfect Company. During the Initial Booking Meeting, your allocated cat sitter will meet with you and your cats in your own home. A formal booking sheet will be completed by the cat sitter which will catch all the necessary and required information to safely look after your cats. It is your duty to answer truthfully all the information required on the form and update the sitter should anything change before the booking or future bookings. You are not required to hand over any payment at the Initial Booking Meeting. This meeting is for you to assess whether you are happy for our Purrfect Company sitter to come into your home and look after your cat. The Purrfect Company sitter is also making sure they are happy with the cats and the environment, therefore the booking can be cancelled by the Purrfect Company sitter after the Initial Booking Meeting. You will be informed the day after the meeting in order for you to make alternative arrangements. At the meeting you can view the Insurance document and sitter's DBS check certificate if required.
- Our data policy is available to see on our website.
- You must be very honest regarding the temperament of your cats during this meeting. If you state the cat is friendly during the meeting and she turns out to be aggressive during the booking we may need to contact you and arrange something else or change the booking to include a very minimal service to ensure your cat is just fed before leaving. If a minimal service happens the cost of the booking will not reduce.
- You will be required to sign the booking form in order to agree to the terms and conditions listed here, once a payment has been made by you to Purrfect Company the booking is final. **A booking is not final until full payment has been made to Purrfect Company by bank transfer.** This means cat sitters can refuse to do your booking if the payment has not been made prior. The banking transfer details are on the booking form and left with you after the Purrfect Company cat sitter leaves. The final cost of the booking will be quoted to you on the booking sheet. You only need to attend an Initial Booking Meeting once for the first visit. All following bookings can be made by phone, text, email, facebook directly with your sitter. You must let your sitter know if anything has changed from the booking sheet before each sit. Again those bookings are not confirmed until full payment is made. Your costs for each booking will be confirmed to you by the sitter.



- Debit or credit card payments - just let your sitter know if you would prefer to pay this way. There will be a 3% charge, which is just the use of paypal card transaction charges. These will be detailed on your invoice when you are sent a link to pay.
- Instalments - you can pay in instalments with just 25% of the total to hold the booking. We will then need the rest paid before the start date. If its not paid in full we cannot commence the booking and will not return the money back to you. If you cancel more than 3 weeks from the start date, we will refund all monies paid up to that date.
- Once payment is made and the booking is confirmed you can cancel up to 3 weeks before the start date of the booking for a full refund. **If you cancel within 3 weeks of the start date you will not receive a refund.** We get very busy at times and we have to turn customers away, which we would like to avoid if a booking is to be cancelled.
- You will receive an email booking confirmation and receipt within 2 days of payment.
- Each sitting visit will be 30minutes. If the Purrfect Company sitter cannot find your cat after 15 minutes of calling they are then allowed to leave the sit, once they have completed their standard duties. The sitter will inform you if they cannot find the cat.
- AM is any time in the morning before 10am. PM is anytime after 4pm. The time the sitter arrives with your cat is up to the sitter and cannot be specified by yourself. If you have a time you would like your sitter to be with your cat, you may request this with the sitter but it cannot be guaranteed and you will need to agree on the time confirmed by your cat sitter.
- At each sit your cat sitter will complete all the duties featured on the Purrfect Company website plus any additional requests agreed in your Initial Booking Meeting, ie bins out or water plants.
- If your cat is let out in the morning and let in during the evening we will request that the cat is kept in at all times during the booking. This avoids any issues with the cat not coming back in. If you are adamant that the cat has to go out and come back in again, then this will need to be noted on the booking form. You are also agreeing that it is not the responsibility of the cat sitter if the cat does not come back in when called and will be left out overnight.
- It is your responsibility to provide all the cat food, treats and litter that will be required for the cat throughout the whole of the cat sit booking. If there is not enough food the cat sitter can buy more but will keep the receipt and the amount for the food will be required to be paid into the Purrfect Company account before the house key is returned to you.
- Purrfect Company is fully insured with a premium policy for any accidents that may happen whilst the Purrfect Company cat sitter is looking after your cat. Any damage that is caused by your cats will not be covered by our Business insurance, nor will our insurance cover anything your cat has done to furniture, possessions or carpets prior to



the cat sitting booking. Any damage done to possessions, furniture or carpets by your cat will need to be covered by yourself. **Our insurance policy docs are available for you to view upon request.**

- It is your responsibility to make sure the house is safe and reasonably clean and tidy before our sitter arrives to look after your cat. Please make sure there is access to dish washing facilities plus binbags and cleaning sprays incase of accidents. Please make sure the food is left where it should be and your cat litter boxes are clean before the sit starts.
- Your cat should be fully defleaded before the booking.
- You will be required to give the key to the sitter before the booking and have the key returned to you after the booking has finished. We will keep hold of the key until we know you are back home and safe with your cats. If you're happy, your cat sitter can keep hold of your key for future bookings. The sitter will keep the key safe but the key is still your responsibility should something happen to it. If the key gets misplaced or lost by the sitter during this time it is not the responsibility of Purrfect Company to pay for change of locks or new keys. If the Purrfect Company sitter misplaces the key during the booking, this will be covered by Purrfect Company's insurance and a new lock/key will be made through Purrfect Company's insurance policy. We will contact you straight away if this event happens before proceeding with any work.
- If your sitter becomes sick during your booking we will do all we can to locate another Purrfect Company cat sitter to help with those sits we cannot attend. If we cannot find someone else to sit as a last measure we will request the assistance of your sitters nominated 'reliable helper'. This is someone that they nominated when becoming a sitter who they trust and know will be able to help with the odd sits which your sitter cannot attend. You will be kept informed. This person would have been vetted when taking on your cat sitter.
- If you need to extend the booking whilst you are away, we will do everything we can to accommodate this. We will then require the additional payment at the time of extension by a few days at a time if it carries on for longer than a few days.
- If your cat requires medicine you will need to dictate how it is to be administered, how much and how often at the initial booking meeting. Your cat sitter will note everything down on the booking form. Please make sure the medicine is left out when you are away and it can be easily found. At the initial booking meeting you will need to show your cat sitter how the cat takes the medicine. If the sitter does not feel comfortable giving the medicine to the cat we will let you know within 24 hours of the initial booking meeting. The cat sitter will give the medicine to the cat following the information given by you. We can not guarantee the cat will always keep the medicine down or eat the desired amount in her food bowl but we will do all we can to try and make sure they are. The same as you would when you are at home. If injecting insulin your cat sitter will ensure



to inject the correct amount in the correct location as shown and at the right times of day. We will not be responsible if your cat is ill from the medicine or does not take the medicine correctly despite our best efforts. If there are any issues with the medicine we will contact you immediately.

- If your cat is poorly or sick during the booking we will let you know immediately. We will continue to monitor the cat and keep you updated. If your cat gets really ill we will use a cat box within the house to take the cat to your registered vets. We are covered by our cat sitting insurance to take the cat to the vets on your behalf. **We will need to get in contact with you to ensure any decisions and any payments can be made by you.** If there are any issues with us getting in touch with you we can resolve any payment issues until we can get hold of you. It is very important that you keep us up to date with the insurance company the cat is insured through. We will not authorise any veterinary action unless we have authorisation from you. If its an emergency and initial emergency work needs to go ahead to keep your cat alive or reduce any pain the cat is in and we cannot get hold of you, we will authorise this to go ahead. Any further work or tests we will wait to hear from you before proceeding. It is your responsibility to pay for any work that is carried out by the vet. If we have to pay for emergency work to go ahead in order to keep the cat alive or reduce pain it will be your responsibility to pay Purrfect Company back the full amount 5 days after going to the vet. If your cat is insured we will give this information to the vet when we arrive but you will need to make sure any payments we make is paid back in full.

Booking with us throughout Covid

We are currently sitting as normal. Most of our sitters are now triple vaccinated, please let us know if you would like more information on this.

- If you would like us to wear a facemask at any point of the process please let us know. If your sitter would like you to wear a mask to the meeting they will let you know in advance.
- If there is anything you would prefer us to do during the booking in regards to Covid, ie extra cleaning or limiting movement around the house please let us know at the meeting.
- If your booking is cancelled due to Government rules which prevent you from travelling to your destination we will offer you a full refund up to the day of your booking. Unfortunately we cannot refund bookings if your trip is cancelled due to persons being sick or having a positive covid lateral or PCR test. We may be able to credit your account and use it against a new booking later in the year, based on the circumstances.
- All other terms and conditions are to be followed as usual.



Meow!

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