

PapaCats' Customer Charter & Compliance Statement



My Commitment to Safety, Care, Welfare & Professional Standards

At PapaCats, your furry family members' wellbeing and your peace of mind come first.

Our service is built on professionalism, transparency, and a deep respect for the trust you place in us. This statement outlines the standards we will follow to ensure every visit is safe, consistent, and fully compliant with our insurance requirements.

1. Professional Standards

We operate with full Public Liability and Professional Indemnity cover.

We follow strict procedures for record-keeping, client communication, hygiene precautions and safe handling to ensure your furry family members receive attentive, professional and reliable care.

2. Animal Welfare & Care Protocols

Your furry family members' comfort, routine, social welfare and emotional wellbeing guide every decision we make:

- Bespoke care and welfare instructions obtained for every client's furry family member
- Home visit updates and any incident log recorded and maintained
- Vet details and up to 3 emergency contacts recorded
- No visibly unwell animals accepted without prior agreement / a customised care plan
- Consent for emergency treatment requested - if emergency contacts cannot be reached

3. Safety & Security

Your home and keys are treated with the highest level of care:

- Keys stored securely and anonymously
- Doors and windows checked and secured
- Alarms used if provided
- No sharing of access details
- No third-party entry permitted

We treat your home with the same respect as our own.

4. Transparency & Communication

We provide clear updates, follow your instructions precisely, and notify you immediately of any concern.

We will never make decisions about your furry family members' health and welfare without contacting you/your designated persons first, unless urgent veterinary care is necessary and we cannot reach your emergency contacts.

5. Insurance Compliance

To maintain full insurance protection, we follow strict procedures including:

- Incident reporting
- No admission of liability
- Accurate record-keeping
- Adherence to safety & security protocols

This ensures you are protected and your furry family members receive the highest standard of care.

6. Our Promise

PapaCats is built on trust, professionalism, and genuine care for the animal friends we look after.

We are committed to delivering a premium, reliable service that prioritises safety, care, wellbeing and total peace of mind.

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