

Cat Sitting Helensburgh

Terms and Conditions



1. Definitions

“Client” refers to the individual who has engaged the services of Cat Sitting Helensburgh. “Cat Sitting Helensburgh” refers to the business providing cat sitting services. “Pet” refers to the cat(s) owned by the Client and specified in the service agreement.

2. Services Provided

Cat Sitting Helensburgh agrees to provide care for the Client’s cat(s) as outlined in the agreed service plan. This may include feeding, fresh water provision, litter box cleaning, playtime, grooming, and administering medication as instructed by the Client.

3. Client Responsibilities

The Client agrees to provide accurate and complete information regarding their pet’s health, behaviour, and special needs. The Client must ensure that their home is safe and accessible for Cat Sitting Helensburgh and that all necessary supplies are available during the service period.

4. Pet Health and Safety

Cat Sitting Helensburgh will take all reasonable precautions to ensure the health and safety of the pet(s). However, Cat Sitting Helensburgh shall not be held liable for any illness, injury, or accidental death of the pet(s) unless caused by negligence or wilful misconduct.

5. Home Access and Security

The Client agrees to provide Cat Sitting Helensburgh with access to their home as necessary to perform the agreed services. Cat Sitting Helensburgh will take all reasonable steps to ensure the security of the Client’s home and property during the service period.

6. Fees and Payment Terms

All fees for services must be agreed upon prior to the commencement of services. Payment is due in full before or on the first day of service unless otherwise agreed in writing. Late payments may incur additional charges.

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7. Cancellations and Refunds

Cancellations made with at least 48 hours' notice will receive a full refund. Cancellations made with less than 48 hours' notice may be subject to a cancellation fee. No refunds will be issued for early returns or last-minute cancellations.

8. Liability and Insurance

Cat Sitting Helensburgh holds appropriate insurance coverage for pet sitting services. However, the Client agrees to indemnify and hold harmless Cat Sitting Helensburgh from any liability arising from the actions of their pet(s) or any pre-existing health conditions.

9. Emergencies and Veterinary Care

In the event of a medical emergency, Cat Sitting Helensburgh will make reasonable efforts to contact the Client. If the Client cannot be reached, Cat Sitting Helensburgh is authorised to seek veterinary care as deemed necessary. The Client agrees to reimburse all veterinary costs incurred.

10. Privacy and Data Protection

Cat Sitting Helensburgh respects the Client's privacy and will handle all personal information in accordance with the UK General Data Protection Regulation (UK GDPR). Client information will not be shared with third parties without consent, except as required by law.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of Scotland. Any disputes arising shall be subject to the exclusive jurisdiction of the Scottish courts.