



Courtney's Cat Sitting - Terms & Conditions

1. General Terms

- 1.1 These Terms & Conditions apply to all bookings made with Courtney's Cat Sitting.
- 1.2 By making a booking, clients agree to be bound by these Terms & Conditions.
- 1.3 Courtney's Cat Sitting reserves the right to amend these Terms & Conditions at any time. The most current version will be available through our website and booking portal.
- 1.4 All personal information provided will be treated confidentially and used solely for the purpose of providing pet care services.
- 1.5 Clients are responsible for ensuring that all contact details, pet information, veterinary details, and care instructions are accurate and kept up to date.
- 1.6 While we endeavour to provide continuity of care wherever possible, visits may be carried out by an alternative approved sitter if required.

2. Bookings & Cancellations

- 2.1 All bookings must be submitted through the Pet Sitter Plus booking system, unless agreed otherwise.
- 2.2 Booking requests are not confirmed until approval has been received from Courtney's Cat Sitting.
- 2.3 Full payment is required no later than 4 weeks (28 days) before the first scheduled visit. If the booking is due to start within 4 weeks, full payment is to be made at the point of booking.
- 2.4 Bookings may be cancelled free of charge up to 72 hours before the first scheduled visit.
- 2.5 Cancellations made within 72 hours of the first visit will be charged in full.
- 2.6 If a client returns home early, any unused visits will remain chargeable and are non-refundable.
- 2.7 In the unlikely event that Courtney's Cat Sitting cannot fulfil a confirmed booking, any payments made for unfulfilled visits will be refunded.

3. Charges & Payments

- 3.1 Current pricing is displayed on our website and booking system.
- 3.2 Additional services requested outside of the agreed booking may incur extra charges.
- 3.3 Any costs incurred on behalf of the client, including emergency pet supplies or veterinary fees, remain the responsibility of the client.
- 3.4 Clients are responsible for any parking costs required to access their property.



3.5 Payment must be received in full at least 4 weeks (28 days) before the booking start date. If the booking is due to start within 4 weeks, full payment is to be made at the point of booking.

3.6 Courtney's Cat Sitting reserves the right to refuse or cancel bookings where payment has not been received by the due date, to offer the booking dates to other Customers.

3.7 Prices may be amended at any time, although confirmed bookings will be honoured at the agreed rate.

3.8 A surcharge may apply on Bank Holidays, Christmas Day, Boxing Day, and New Year's Day.

4. Pet Care

4.1 Clients must provide accurate and complete information regarding their pet's health, behaviour, dietary requirements, and medication.

4.2 An adequate supply of food, medication, bedding, litter, and any other necessary items must be available for the duration of the booking.

4.3 Medication will only be administered according to the instructions provided by the client.

4.4 In the event of illness, injury, or an emergency, Courtney's Cat Sitting will attempt to contact the client or emergency contact before seeking veterinary treatment where possible.

4.5 Where immediate veterinary treatment is required, Courtney's Cat Sitting may seek treatment without prior consent if deemed necessary for the pet's welfare.

4.6 All veterinary costs incurred remain the responsibility of the client.

5. Visits

5.1 Visit times are approximate and cannot be guaranteed.

5.2 Morning and evening visits will be scheduled within reasonable operating hours.

5.3 Updates, photographs, and visit reports will normally be provided through the Pet Sitter Plus system.

5.4 If a pet cannot be located during a visit, reasonable efforts will be made to locate and visually check on their wellbeing.

5.5 If a client's return home is delayed, additional visits may be provided subject to availability and charged accordingly.

6. Property & Access

6.1 Clients must provide safe and appropriate access to their property.

6.2 Keys, lockbox details, alarm codes, and entry instructions must be provided before the booking commences.

6.3 If access cannot be gained due to incorrect, missing, or faulty access arrangements, a call-out charge may be applied.

6.4 Courtney's Cat Sitting will take reasonable care of the client's property and ensure it is secured upon departure.

6.5 We are happy to carry out reasonable household tasks such as bringing in post, watering plants, and putting out bins where agreed as part of the service.

7. Insurance & Liability

7.1 Courtney's Cat Sitting holds appropriate pet-sitting insurance & DBS checks.

7.2 Clients remain responsible for maintaining suitable insurance for their pets and property.

7.3 Courtney's Cat Sitting shall not be liable for illness, injury, loss, or death resulting from pre-existing conditions, undisclosed medical issues, or circumstances beyond our reasonable control.

7.4 Liability for any claim shall be limited to the value of the services provided.

7.5 Courtney's Cat Sitting is not responsible for damage caused by pets to property belonging to the client or third parties.

8. Conduct

8.1 Courtney's Cat Sitting operates a zero-tolerance policy towards abusive, threatening, discriminatory, or aggressive behaviour.

8.2 Any booking may be terminated immediately and without refund where such behaviour is directed towards Courtney's Cat Sitting or its representatives.

9. Force Majeure

9.1 Courtney's Cat Sitting shall not be liable for any failure to perform services due to circumstances beyond reasonable control, including severe weather, natural disasters, illness, road closures, government restrictions, or other unforeseen events.