



Hand To Paw Cat Sitting will visit your home for the mutually agreed number of visits per day for up to approximately 30 minutes per visit to care for your pet / pets. The fee for each visit is £12. *The only days the visit fee changes are for visits that take place on 25th December and 26th December when the fee is £24 per visit.*

During each visit, Hand To Paw Cat Sitting will ensure your pet / pets will have the prior agreed amount of food available (adequate pet food amount including spares to be provided by the pet owner), plenty of drinking water, and hygienic litter areas (adequate fresh litter amount to be provided by the pet owner). In addition, Hand To Paw Cat Sitting will provide grooming, entertainment, reassurance, affection, care and security for your pet / pets. Approximate visit time windows may be arranged in advance if required to meet your pets needs, but exact visiting times will not be possible due to variable workload. Please note if your pet / pets needs are met in under 30 minutes (main example – your cat has gone outside or is out of sight after all other requirements have been met) then the visit may end before 30 minutes.

Hand To Paw Cat Sitting's priorities are your pet / pets' health, happiness and wellbeing, and the security of your home.

Hand To Paw Cat Sitting will access your dwelling with a key or key location obtained from you prior to your absence. If a key is given it will be held and used by Hand To Paw Cat Sitting and returned at a mutually agreed time after your absence.

If for any reason you aren't contactable in your absence, and in the unlikely event that your cat requires medical consultation or treatment from a veterinary practice for illness or injury, you as the pet owner authorise in advance that you will be liable for any vet bills incurred, either using your own pet insurance (please provide insurance company and policy number), or your own funds.

If your pet / pets experience injury or illness, Hand To Paw Cat Sitting will attempt to contact you in the first instance as soon as possible to inform you, and to mutually decide further action if needed. If contact with you is not possible in an urgent situation where your pet / pets' life is at risk, Hand To Paw Cat Sitting will act in the best interests of your pet / pets' health and welfare with possible advice from veterinary professionals. This may include a visit to your pet's registered veterinary practice (please provide details if possible), or the nearest available veterinary practice, and may also include decision making by the veterinary professional and Hand To Paw Cat Sitting regarding your pet / pets' health and welfare. As outlined above, you as the pet owner will be liable for any vet bills incurred either using your pet insurance (please provide insurance company and policy number if possible) or your own source of funds. Any vet visits and travel time undertaken by Hand To Paw Cat Sitting will be charged at the pet sitting half hourly rate for the duration that our attendance is required at the vet practice. Hand To Paw Cat Sitting will not be liable for the loss, passing, illness, or deterioration of any pet / pets in any circumstances.

Emergency contact details (name and contact number) such as a family member, neighbour or friend should be provided by the pet owner if possible to Hand To Paw Cat Sitting in case of any emergency situation.

If for any reason you would not like to be contacted by Hand To Paw Cat Sitting during your absence, (except in an emergency), please notify us in writing via text message or email.

Following the final visit for a booking, Hand To Paw Cat Sitting will send a paperless invoice to you by text message or email to include the number of visits, cost per visit, and total fee due, to be paid by bank transfer using the details given on the invoice, or by cash. For administration purposes, Hand to Paw Cat Sitting appreciate prompt payment within three days of the date the invoice is sent. If you are away for over two weeks, then Hand to Paw Cat Sitting will send you an invoice for every two-week period that you are away, payable within three days of the date the invoice is sent.

Hand To Paw Cat Sitting requires notification of cancellations from clients at least 72 hours in advance, other than in extreme circumstances beyond your control.

Hand To Paw Cat Sitting will endeavor to give clients at least four weeks' notice if cancellation is necessary. In the unlikely event of a cancellation required due to unforeseen circumstances, this cancellation notice period may be shortened.

If Hand to Paw Cat Sitting is unable to attend one or more booked visits during the booked period due to sudden unforeseen circumstances, for example; illness, injury, or bereavement, Hand to Paw Cat Sitting will attempt to arrange an associate to carry out the booked visits.

The Hand To Paw Cat Sitting family business members who will usually fulfil all pet sitting visits will be Rosanna Godfrey or Chris Godfrey. We will occasionally be assisted by one of our two sensible, calm and gentle children aged 12+, who are both mature and experienced pet carers. The primary pet care and home security will always be undertaken by the adults in the family business, Rosanna or Chris.

Hand To Paw Cat Sitting is a fully insured service. Our proof of policy and policy details are available on request.

Images of your pet / pets might occasionally be used for marketing purposes (our website and social media). Please indicate if you do not agree to this.

Please confirm that you agree to all the above terms. Thank you for your booking. We look forward to caring for your pet / pets whilst you're away.

Hand To Paw Cat Sitting.

www.handtopawcatsitting.co.uk