



## Kittymates

### Terms and Conditions

1. All bookings will need to be secured with a deposit of 25% of total fees payable, fully refundable if cancellation is given with at least 48 hours notice.
2. We will visit you before your holiday to meet your pet(s), obtain instructions for what you & your pet(s) may require, and to collect the keys and ensure there are no problems with obtaining access whilst you are away. A further 25% deposit will be required at this time.
3. Please ensure enough food, cat litter, medications etc are provided for the entire duration of your absence.
4. Please provide enough bin bags etc to dispose of any litter waste during your absence, with instructions where to dispose.
5. If possible, it would be preferable for your cat(s) to remain indoors during your absence and use a litter tray – this way they can be seen daily to ensure their well being. However, if this would cause undue stress for your cat(s), then please allow their normal routine. Please accept that if your cat(s) is/are not at home at the time of our visit, that whilst we will endeavour to call them in and ensure they are well and happy, we can't guarantee they will co operate!
6. Should any health problems arise during your absence, your pet(s) will be taken to Animates Veterinary Clinic for treatment. Please ensure you leave a contact number should we need to discuss any problems with you urgently. Extra fees will apply for any treatment needed during your absence, and will need to be settled directly with the veterinary clinic immediately upon your return. Animates Veterinary Clinic will endeavour to contact you immediately to discuss any treatments and the costs involved.
7. Please contact us upon your return to say you are home safely and let us know if there are any problems. We will continue to visit unless you have confirmed you have arrived home, in case you have had any delays on your return journey and have not been able to contact us to let us know. Extra visits will be charged in addition to the agreed visits made at the time of booking.
8. In the **RARE** event of adverse weather conditions, it may not be possible to visit your pet(s). Should severe weather (ie snow & ice) be forecast, enough food and water will be provided to ensure they are well fed should a visit not be possible the following day. Where a visit is not possible, the fee will be deducted from your final bill. We will **ALWAYS** endeavour to visit, unless weather conditions mean unacceptable risk to travelling.
9. Full payment of the remaining balance will be required at the time of collecting your keys.