

My Three Cats Terms & Conditions

Service Provision

My Three Cats agrees to provide cat sitting services in a reliable, caring and trustworthy manner. In consideration of the services, the Client expressly waives and releases My Three Cats from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or wilful misconduct on the part of My Three Cats.

Cat-sitting services will be scheduled with the Client's primary Cat Sitter where possible. When the primary Cat Sitter is not available, requested services will be scheduled with another Cat Sitter. My Three Cats reserves the right to reassign services to another Cat Sitter at any time following factors beyond their control. On occasion it may be necessary for Cat Sitters to bring another person with them (eg. a dependent) to the Client's property. No other pets are allowed to be brought onto the Client's property. If you have any concerns please notify My Three Cats management.

All Cat Sitters are fully vetted and insured by My Three Cats and act as representatives of My Three Cats. Cat Sitters are expected to act in a professional and responsible manner at all times. The Client agrees to notify My Three Cats management of any concerns within 24 hours of completion of services.

The Client is responsible for supplying the necessary equipment and supplies needed for the care of their cat(s) including, but not limited to, cat food, litter trays, cat litter and cleaning supplies. The Client authorizes any purchase of further supplies for the satisfactory performance of duties. Costs of any necessary additional purchases will be invoiced to the Client by My Three Cats and must be paid within 14 days.

Rates

My Three Cats reserves the right to amend service rates. Service rate reviews are typically held annually on 1st January. Clients are advised of rate changes in advance by email.

Payment

The Client agrees to pay all charges accrued for services rendered. The Client understands that payment is due 7 days prior to the commencement of services unless by prior-agreed supplementary payment terms. Payment is accepted by debit/credit card via our secure online system. If services are cancelled after payment has been made My Three Cats will carry the credit forward towards future services. Refunds are made only if no future services are required.

My Three Cats reserves the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with less than 24 hours' notice prior to the scheduled service.

Sickness & Injury

My Three Cats shall exercise all precautions against sickness, injury, escape, loss, accidents or death of the Client's cat(s). My Three Cats is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s) unless caused through negligence or wilful misconduct on the part of My Three Cats.

My Three Cats will administer medications as directed by the Client but is not liable for any complications that may arise as a result thereof.

Should the Client's cat become ill or sustain an injury or accident whilst in the care of My Three Cats, the Cat Sitter will contact the Client immediately it becomes apparent there is a problem. The Cat Sitter will provide all relevant information and pictures/video to enable the Client to decide whether veterinary care is required. If the Client decides that a veterinary appointment is required, a representative of My Three Cats will liaise with the Client to arrange a mutually agreeable appointment time. A representative of My Three Cats will take the cat to, and remain with the cat for the duration of the appointment. If medication is prescribed, a My Three Cats representative will administer it for the remainder of the booking schedule but is not liable for any complications that may arise as a result thereof.

In the event of an emergency accident/injury where the Client cannot be contacted, the Client authorises My Three Cats to take the Client's cat directly to their nominated veterinary practice.

The Client accepts responsibility for all medical expenses relating to accident, illness or injury to their cat. Payment for medical expenses should be made by the Client directly to the veterinary practice.

Termination

My Three Cats reserves the right to terminate this contract at any time if the Cat Sitter, in his/her sole discretion, determines that the Client's cat(s) poses a danger to the health or safety of itself, other pets, other people or the Cat Sitter. If such concerns prohibit the Cat Sitter from caring for the cat, My Three Cats will contact the Client to arrange alternative care.

My Three Cats reserves the right to refuse service to any client, at any time, for any reason.

Property

This document gives My Three Cats and its representatives authorisation to enter the Client's listed address as needed to perform agreed upon services.

My Three Cats' Key policy offers three options:

- a) My Three Cats holds a secure copy of the Client's house key for the duration of their registration period. Keys are labelled with an unidentifiable reference and held in a secure lockbox at our Head Office. The key will be returned to the Client at any time or upon cancellation of services.
- b) The Client provides a secure lockbox and passcode on-site.
- c) My Three Cats offer a key collection/drop-off service. The cost is £6 per collection/drop-off.

My Three Cats is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.

The Client agrees to properly secure the home prior to leaving the premises. My Three Cats will re-secure the home at the end of each visit.

The Client will provide contact details for a local individual that can provide an alternative form of entry to the property in the event of a household matters including, but not limited to, malfunctioning keys or alarms, burst water pipes, leaking roofs or other household emergencies.

The Client will provide details of any other third parties who will have access to their property during the cat-sitting period (eg. cleaners, other cat-sitters) The Client understands that representatives of My Three Cats will not be held liable for property left unsecured if they are not the sole entrants during the cat-sitting period.

Emergencies

In the case of an emergency, inclement weather or a natural disaster, the Client authorises My Three Cats to use reasonable judgement for the care and well-being of the Client's cat(s). My Three Cats will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Cat Sitter. The well-being of the Client's cat will always be the highest priority and we will never leave a cat without food and water.

My Three Cats is not responsible for any damages beyond the control of the Cat Sitter.

Social Media

The Client authorises the use of their cat(s) pictures on website, social media and/or marketing materials for promotional purposes. If you do **not** wish your cat(s) picture to be used please contact My Three Cats management.

Contract

The Client authorises this contract to be valid approval for services so as to permit My Three Cats to accept all future in-person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorisations.

The Terms of this document apply to all cats owned by the Client, including any and all new cats that the customer obtains on or after the date this document was signed.