**TERMS AND CONDITIONS:**

**Name Of Pet(s)……………………………………………………………………………………….**

**Client Name:………………………………………………………………………………………….**

**Client Address:………………………………………………………………………………………**

I (the Client) confirm that I am the owner of the above named pet(s) and I authorise The Crazy Cat Lady MK to act as guardians to the above named pet(s) for the duration of this and any subsequent booking I make.  I authorise The Crazy Cat Lady MK to take any action necessary in order to keep the above named pet(s) protected and in good health.

**PAYMENT:**

I agree that I am responsible for paying for the service provided by The Crazy Cat Lady at the agreed cost and within the specified timeframes.

**KEYS:**

I agree to give The Crazy Cat Lady MK a key to my home which is located at the above address. We will safeguard the key(s) in a manner consistent with that of the professional pet/home service industry, which includes tagging, and storing of key(s) and in a manner that offers reasonable protection to Client in the event of loss or theft of key(s).

**BODY CAM:**

I agree to The Crazy Cat Lady MK wearing a body cam, this will help provide reassurance to me as the client and protect The Crazy Cat Lady MK in the event of a false claim. Bodycam footage can / will be used to:

1. **Increase accountability**: The presence of a body cam helps to deter misconduct on both sides.
2. **Improve transparency:** Body worn video provides an accurate record of events as they happened, which can help to resolve disputes and provide clarity in cases where there is conflicting evidence or statements. Prevent false accusations.
3. **Improve Training:** Footage can be utilised for staff training purposes.

**EMERGENCY VET TREATMENT**

If emergency veterinary treatment is necessary during any booking, I agree that I will be responsible for any costs or expenses which may be incurred as a result of such treatment, including out of pocket expenses.  I agree that whilst The Crazy Cat Lady MK will make every endeavour to agree any such costs in advance, this may not always be possible.  I also confirm that no liability will attach to any employee of The Crazy Cat Lady MK or National Association of Registered Pet sitters as a result of any veterinary treatment obtained.

**ADDITIONAL:**

I confirm I will be responsible for the purchase of provisions including cat food and cat litter. If additional items are required, funds would need to be transferred to The Crazy Cat Lady MK to make such purchases and pay for the extra service / time.

I understand the potential consequences that could occur to my cat(s) while having access to a cat flap, or other opening allowing the cat(s) to leave the premises.  I agree to release The Crazy Cat Lady MK, including its members, agents, managers, and employees, from all liability should my cat(s) become lost, injured or otherwise harmed as a result of my cat(s) having access to an open cat(s) flap or other opening such as windows and open doors.

I confirm that I will be responsible for informing The Crazy Cat Lady MK in advance if anyone else will be visiting or is likely to be present at the property during our scheduled visits. This includes family members, friends, neighbours, tradespeople, or other service providers.

I confirm that I have the right or the necessary permission to have pets in my home under the terms of any lease or rental agreement in place. Should I not have such right / permission, I agree to release The Crazy Cat Lady MK, including its members, agents, managers, and employees, from all liability in the event that the presence of the pet(s) comes to the attention of the building owners / managers / freeholders / residents or other person connected with the building, for whatever reason.

**THE SMALL PRINT (The Crazy Cat Lady MK)**

Full payment is required prior to the commencement of each booking. Please note that any outstanding payments must be settled in full before new bookings can be confirmed. If full payment is not made by this time, any outstanding debts will be passed on to our debt collection partners, and any collection costs incurred will be added to the outstanding balance. Interest will also be charged at the rate of £1 per day. Payments made will be refundable if we receive notice of cancellation at least 7 days prior to the date that the service was due to commence. Booking cancellations or amendments with less than 48 hours’ notice will be charged at the full rate. Additionally, an administrative fee of £10 may be charged for any booking amendments or cancellations to cover processing costs. We reserve the right to request full payment up front.

All Client information such as alarm codes, contact numbers and keys are held in the strictest confidence and are kept securely. All personal information will be held confidentially and will not be passed to third parties.

It is the Client’s responsibility to provide us with a working key to the property in advance of the commencement of the booking. In the event that we are unable to access your property using the key provided, the client would have to arrange and provide payment for locksmiths to gain access.

Following the service period, we will securely retain the Client’s key(s) for safekeeping and will deliver the key(s) when requested by the Client. We will only return key(s) to the Client or Client’s representative. We will not agree to leave your house key in your home on our last visit due to possible return delays thus being unable to access your property, potentially leaving your pets without care for unacceptable periods of time.

We cannot be held responsible for theft from or damage to your property, or any third party property, except where this is directly caused by reckless acts on the part of The Crazy Cat Lady MK.

We cannot guarantee that the visits will be carried out a specific time. The only exception to this is where the cat(s) requires medication, in which case We will make every effort that the visit is carried out at the specified time, or as close to this as possible.

It is the Client’s responsibility to ensure that they have given us the correct departure and return dates at the time of each booking, with due consideration given to departure and return times. Where Clients have given us incorrect information regarding departure and return dates and/or times, the Client will be liable to pay the cost of visits booked unnecessarily and not cancelled within the agreed cancellation periods set out above. Furthermore, we will not be liable for any issues or problems resulting from pets being left more than 24 hours without a visit whereby these are due to the Client’s failure to duly consider and advise us of correct departure and return dates and/or times.

In the event of adverse weather conditions, we will make every effort to continue with the visits as planned, however We reserve the right to alter the booking schedule until such time as the weather improves, ensuring as far as possible that there is sufficient food and water for your cat(s).

Where a cat(s) requires the administration of medication, the cat(s) must remain in the property for the duration of the booking with the cat flap locked. We cannot be held responsible if the cat(s) misses any medication dose due to these instructions not being followed by the Client.

Where the cat(s) is/are allowed to go outside as requested by the Client, We will make all endeavours to ensure your cat(s) is/are brought inside your home for the evening if so requested, however if the cat(s) does/do not return within the duration of the visit, We will have no option but to leave the cat(s) outside with an adequate supply of food and water, and/or adjust any cat flap to the ‘in only’ setting (if applicable).

We cannot be held responsible for any cats which go missing where the Client has instructed us to allow the cat access to the outdoors or whereby the Client has left open windows or doors which enable the cat(s) to exit the property. In the event of your cat(s) going missing, We will continue to provide care visits for your cat(s) for the duration of the service term. We will notify you/your emergency contact and your vet that your pet is missing from your home (that is, if we have not seen the cat(s) for a period of 48 hours or more).

In the event of any cat(s) becoming ill whilst in our care, We shall endeavour to use the pet’s registered veterinary surgery (as advised at the initial consultation) wherever possible, although We reserve the right to use whichever veterinary surgery We deem to be appropriate in the circumstances. We will always try to obtain the Client’s consent (or that of the Client’s nominated representative) to any veterinary treatment prior to the commencement of such treatment, although where any emergency treatment (that is, to save the cat(s) from death or serious injury or illness) is required and We are unable to contact the Client or the nominated representative to obtain prior consent, We will authorise the veterinary surgeon to proceed. The Client will always be responsible for paying or reimbursing any veterinary costs incurred during the booking period.

We agree to exercise all reasonable and due care to prevent injury or death to cat(s) in our care. We will not be held liable for any injury or death of cat(s) in our care except where caused by reckless acts on the part of The Crazy Cat Lady MK. In the event of the death of any animal in our care, We shall contact you or your nominated contact to discuss arrangements.

We shall not be liable for any third party injury or damage, except where caused by reckless acts on the part of The Crazy Cat Lady MK.

Neither party shall be held liable for failure or delay in the performance of its obligations under this Contract, if such performance is delayed or hindered by the occurrence of an unforeseeable act or event which is beyond the reasonable control of either party (“Force Majeure Events”). Acts or events constituting Force Majeure Events shall include, but not be limited to Acts of God, health epidemics or pandemics, government intervention, directives or policies, strikes, industrial disputes, riots, rebellion and wars. The party affected by a Force Majeure Event shall notify the other as soon as soon as reasonably practicable after commencement of a Force Majeure Event.

We strongly recommend that all cats are kept up to date with all necessary vaccinations, as well as flea and worming treatments. We accept no liability for any infectious diseases, nor flea/worm infestations, acquired by any cat in our care either during or subsequent to our care period, where such cats were not up to date with the necessary vaccinations and/or preventative treatments at the commencement of any individual booking. We will only administer medication / treatment (if required) that has been approved and supplied by veterinary professionals.

It is the Client’s responsibility to ensure that their properties are left in a safe, secure and hygienic condition for us to work in. Failure to do so gives us the option, at our discretion, to either a) terminate the booking early, or b) engage professional services (e.g. cleaners, electricians, plumbers) to bring the conditions in the property up to the required standard so that We may work safely and effectively without undue risk or discomfort to our staff. The costs of any such engagement shall be borne solely by the Client, and our service will only re-commence once such services have been completed and paid for in full.

I (the client) understand and agree to all the above.

Client Name:

Cient Address:

Client Signature……………………………………………………….

Date……………………………………………………………………….