

Terms and Conditions of Service

Proceeding with payment constitutes acceptance of London Cat Sitter's Terms and Conditions of Service.

Bookings and cancellations must be made by email so that we have a record of all communications. We cannot be held responsible for missed bookings or cancellations if they are made in any other way.

We will give you the name and telephone number of the cat sitter who will take care of your cats for quick communication or sending photos, but communication as well as any changes must be made by email so that it is recorded and does not lead to misunderstandings.

Full payment for the assignment must be made when making the reservation, and have confirmation from us along with the invoice by bank transfer. We will provide you with the details by email.

The cost of your visit will be confirmed by email invoice. This rate will be doubled for all bank holidays, Christmas Eve and New Years Eve.

We require a minimum of two business days notice for all bookings and cancellations. – outside of this time, an additional standard visit cost will be applied. Cancellation and booking terms may change during our peak times and summer and this information will be clearly provided in your booking confirmation email.

It is the responsibility of the client:

To ensure that all keys and locks are working well so that the cat sitters are able to gain access. You must inform us if any lock is changed and supply new keys to us in good time ahead of any upcoming visits and that they are tested and working well.

To double-check the dates and visit times stated by us in the Booking Confirmation email and to notify us immediately of any errors.

To let us know if there are any changes in required medication. We cannot be held responsible if you do not inform us of changes by email.

To leave sufficient food and litter for the duration of your trip. An additional charge will be made for any shopping required.

The cat sitters will clean up after your pets to the best of their ability. That includes washing pet food dishes and water bowls and keeping litter trays clean of waste. However, please note that we will not be responsible for any additional house cleaning that is not directly related to the care of your pet(s).

You should make available cleaning materials in the event of any 'accidents' within their property.

You must show the cat sitter the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.

To let us know by email that you are home safely. We will terminate visits on the day requested unless notified to the contrary with a minimum of a business day's notice. Please let us know as soon as possible if you need to extend the trip a few more days.

How do I make a booking?

We ask that you send us all booking requests by email as it avoids any errors. Written confirmation will be given to all email bookings and this will constitute your schedule/fee unless you let us know otherwise. It is your responsibility to check your booking confirmation email is correct for all dates/times specified.

We appreciate at least 2 days notice for booking requests for existing clients or 5 days notice to new clients to have enough time to schedule a meet and greet visit to your home and meet you and your furry friends so that we can have all the important details updated and we can find a cat sitter available for the dates needed. We will treat your personal information confidentially and will not pass on your details to any third parties other than the Cat Sitters.

Information given in the initial registration form will be used for all subsequent bookings unless we are notified that there has been a change in your contact details/address/Cat's condition or requirements.

Home insurance

We have a pet business insurance, but we will not be held liable for any damage to your property by your pet(s).

We recommend that all clients take out relevant insurance for their pets and home contents.

Live-in care

For live-in services, a proper bed must be provided. No sofa beds, camp beds or futons are accepted. Please supply bedding and towels (these will be washed and hung to dry upon departure).

Every effort is made to ensure your cats' safety, however on rare occasions problems do occur and we cannot be held liable for these.

The Terms and Conditions of Service was last updated on 14th June 2023