

# Nat's Cats – Elite Home Care

## Welcome Pack

### ■ Welcome!

Thank you for choosing Nat's Cats – Elite Home Care. I'm delighted to care for your feline family member(s) and ensure a safe, calm and stress-free experience in the comfort of their own home. As a veterinary nurse-led service, welfare and professionalism are at the heart of everything I do.

### ■ Service Area & Visit Duration

- Service area: Harpenden + up to 3 miles
- Each visit lasts up to 30 minutes
- Minimum booking requirement: Two visits per day
- Weekend visits available at premium rate
- No overnight stays

### ■ Communication & Updates

- You will receive daily updates: photos, videos and a brief welfare note
- Preferred contact method: WhatsApp unless otherwise requested
- Responses outside visit hours may be slower, but emergencies remain priority

### ■ What's Included in Each Visit

- ✓ Feeding & fresh water
- ✓ Litter tray cleaning & area tidy
- ✓ Mental & emotional enrichment time
- ✓ Behaviour & welfare observation
- ✓ Photo/video update report
- ✓ Basic home care (lights, blinds, post, bins – if requested)

### ■ Medication & Special Care

As a trained veterinary nurse, I can safely administer medication with a signed Medication Consent Form. Please ensure medication is labelled with your cat's name, dose and schedule.

### ■ Payments & Cancellations

- Payment is required before the first visit via bank transfer
- Holiday bookings require a 50% non-refundable deposit
- Cancellation fees apply as stated in the Terms & Conditions

### ■ Access & Key Handling

- Keys may be handed over in person or placed in a lockbox
- Keys are labelled anonymously and stored securely
- Please ensure entry points are fully functional prior to booking

## ■ ***Emergency Contacts***

In the unlikely event of illness or injury, I will first contact you, then your emergency contact, and if required, seek veterinary care without delay. All veterinary costs are the client's responsibility.

## ♥■ ***My Promise to You & Your Cat***

Your cat will be cared for with warmth, patience, clinical understanding and respect. My mission is to provide a seamless, trustworthy and calm experience — for both owner and pet.

*Thank you for trusting Nat's Cats – Elite Home Care.*

*I look forward to meeting you and your cat(s) soon! ■*