

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! ■