

Nat's Cats – Elite Home Care

Terms & Conditions

Bookings, Deposits & Payments

- All bookings must be confirmed through online booking or written message.
- Payment accepted via bank transfer.
- Full payment is required before the first scheduled visit, unless agreed otherwise.
- Holiday/peak bookings require a 50% non-refundable deposit.
- Refunds are not provided for early returns or service amendments once started.

Minimum Visit Requirement

- Minimum of two visits per day (AM + PM) for all bookings, for welfare reasons.
- Single visits are subject to approval on a case-by-case basis.

Cancellation Policy

- 48+ hours notice: No charge.
- 24–48 hours notice: 50% fee (deposit retained if applicable).
- Under 24 hours or after service start: 100% fee applies.

Keys & Property Access

- Secure access must be provided via key, key safe or authorised digital entry.
- Keys are labelled anonymously.
- Nat's Cats is not responsible for access issues caused by incorrect codes, faulty locks, or alarms.

Animal Welfare & Emergencies

- All medical or behavioural concerns must be disclosed.
- In emergencies, veterinary treatment may be sought without delay.
- Owners are responsible for all veterinary fees.
- Nat's Cats follows a welfare-first approach.

Medication Policy

- Medication must be provided in original packaging with clear instructions.
- Medication Consent Form must be completed and signed before administration.
- Service may be refused if medication causes distress or risk.

Service Limitations

- Visits are up to 30 minutes including update report.
- No overnight stays, live-in care or dog-walking.
- Home tasks such as plant watering or blinds adjustments can be included on request.

Privacy & Data

- All personal data is secure and confidential.
- No data is shared with third parties except in emergencies.

Liability Statement

Nat's Cats is not liable for: damage caused by pets, pre-existing conditions, traffic or weather delays, or illnesses related to owner-provided food or medication.

By booking services, the client agrees to these conditions.