

Caldy Valley Dog Walking

terms and conditions - cat visits

our promise

Visit times: We will endeavour to visit at the agreed time. However, we accept no liability for any delays that may occur as a result of circumstances outside our control.

Safety and security: Our vehicles are unmarked and less likely to draw any attention to the fact that you are away from home.

Carers: Tracey, Ian or another member of staff (with your prior approval) will visit your pets.

Indoor cats: If you instruct us that your cat is not to go outside, we will do our best to ensure that it doesn't. However, we can not accept any liability if it does leave your property.

Outdoor cats: If you instruct us that we are to allow your cat to go outside, you must advise us whether you expect the cat to be back inside the property by the time that we leave. However, we can not accept any liability if it does not return to your property before we leave. Any additional visits to your home to let your cat back in may incur an additional charge.

Your property: Although we do not undertake to give your property a full check-up on our visits, we will report or attempt to correct anything we notice which might need attention.

your promise

Payment: You undertake to pay an initial deposit to secure the booking and the full balance within two days of your return.

Mishap: You will take liability for any injury or harm incurred by or caused by your cat while in our care. If we need to take your cat

to a vet then you undertake to pay all vet's fees relating to the incident.

Access: You will ensure that we have access to your property at the time of our scheduled visits. If we arrive at your property and are unable to gain access, we will charge you as for a normal visit.

Video recording: You agree not to share any CCTV footage of us in your home on social media or with any third parties without our express permission.

Photography: We reserve the right to use photographs and video of your pets on social media and advertising unless you instruct us otherwise. We retain the rights to such material.

Emergency: You will provide details of someone for us to contact in the event of an emergency. These people will have given their permission for their details to be shared with us.

Death: In the event of a pet passing away during our time looking after them we will contact you, unless you opt out of receiving such news until your return.

signatures

Owner's signature

Caldy Valley signature

Date

Date