



Terms and Conditions of Service

1. 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/ cancellations if they are made in any other way.
2. 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. Prices may increase and we will endeavour to notify you in good time.
3. We require a minimum of a business day's notice for all bookings and cancellations – outside of this time an additional standard visit cost will be applied.
4. Cancellation / booking terms may change during our peak times and this information will be clearly provided in your booking confirmation/invoice. You will be responsible for checking all booking terms and conditions before transferring payment.
5. Proceeding with payment constitutes acceptance of Kitty & Caboodle's Terms and Conditions of Service.

It is the responsibility of the client:

1. To ensure that all keys and locks are working well so that Kitty & Caboodle are able to gain access.
2. To ensure that you inform Kitty & Caboodle if any lock is changed and to supply new keys to us in good time ahead of any upcoming visits and that they are tested and working well.
3. To ensure that all keys are with Kitty & Caboodle a minimum of 2 days prior to your booking commencing.
4. To double-check the dates and visit times stated by Kitty & Caboodle in the Booking Confirmation email and to notify us immediately of any errors. The dates and times contained in this email will be followed by the Kitty & Caboodle team and you will be charged accordingly unless you tell us otherwise.
5. 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.
6. To leave sufficient food and litter for the duration of your trip. An additional charge will be made for any shopping required.
7. To let Kitty & Caboodle 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.

8. To supply visitor parking vouchers for each visit requested or e-voucher account log in details. Visits cannot be made without these being made available (unless you are in an unrestricted area or have off street private unrestricted parking).

We know your cats are very dear to you otherwise you would not be seeking a service such as ours. 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 24th May 2022

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