

Kitty & Caboodle Client Guide and FAQ's

I'm a new client and I'd like to register with you

Please email us to request your introductory visit ideally at least 10 days before your booking is required. In this email we ask you for certain details that are important to understand the nature of your booking. Of utmost importance is your home address/postcode and telephone number so that we are able to provide you with a quote per visit and contact you.

After receiving your booking request we will respond within 24 hours with your price per visit, information about ourselves and a registration form that we will need you to complete to set you up on our systems. We will also call you to arrange your key collection date & time.

What happens at my key collection appointment?

A minimum of 3 days before your booking commences your allocated sitter will come to your home to meet you and your furry VIPs. The visit will only take 15 minutes, please ensure a parking permit is made available if parking restrictions are in place.

We will also collect keys for your booking. Please note that if you choose not to leave your keys on file with us for future bookings, a fee of £9.00 will be incurred for a sitter to come & collect them prior to each booking.

How do I make a booking? (existing customers only)

We ask that you send us all booking requests by email as it avoids any errors. Written confirmation will be given to all email bookings and this will constitute your schedule/fee unless you let us know otherwise. It is your responsibility to check your booking confirmation email is correct for all dates/times specified.

We appreciate at least 3 days notice for booking requests.

I need to make an emergency booking

If we hold your keys we are usually able to accommodate this. Please note that a 'late' fee of one standard visit rate will be applied to bookings made with less than a business day's notice (GMT). Unfortunately at Christmas/New Year we are unable to guarantee short notice bookings due to high demand.

I need to cancel my booking

Please note that a 'late' fee of one standard visit rate will be charged where a booking is cancelled with less than a business day's notice (GMT).

I've moved home, what do I do?

If you have moved home, we will need a new set of keys provided to us and will also need to arrange a "re-introductory visit" so that we can be sure that the information we hold for your booking is 100% correct. Please email the office to arrange.

I haven't booked for over 18 months, what do I do?

If you haven't booked with us for 18 months or longer, we will need you to check all details that we have on file for you and to send us any updates by email. Please do also let us know if you have changed any locks as we will need to arrange a key collection service for you.

My cat's care instructions have changed

We also ask that you send us any care updates (medication or otherwise) in writing and do not leave handwritten notes out for our sitters. A centralized client file is used for all visits and any information given that is not in here can cause great confusion for the sitter team and leaves room for error.

How are my keys held?

We prefer to hold keys whenever possible as we can then guarantee to visit at short notice should an emergency occur. Keys are not labelled with your address.

If you have chosen not to leave your keys with us, a key collection service will need to be booked a minimum of 2 days before your booking for a fee of £8.50 for your sitter's time.

How do I pay?

Please make full payment prior to departure by online bank transfer, details for which will be included in your booking confirmation and invoice.

What are your office opening hours?

Our office is currently manned remotely but our working hours are 09.00 - 18.00 Monday to Friday. On evenings and weekends all messages are reviewed for emergencies.