

Customer Declaration



I (the Client) confirm that I am the owner of the above named pet(s) and I authorise Kitty Angels to act as guardians to the above named pet(s) for the duration of this and any subsequent booking I make. I authorise Kitty Angels to take any action necessary in order to keep the above named pet(s) protected and in good health.

I agree that I am responsible for paying for the service provided by Kitty Angels at the agreed cost and within the specified timeframes.

I agree to give Kitty Angels a key to my home which is located at the above address. Kitty Angels will safeguard my key(s) in a manner consistent with that of the professional pet/home service industry; which includes tagging, coding and storing of key(s) and in a manner that offers reasonable protection to Client in the event of loss or theft of key(s).

If Kitty Angels deem that veterinary treatment is necessary during the course of any booking, I agree that I will be responsible for any costs or expenses which may be incurred as a result of such treatment, including out of pocket expenses. I agree that whilst Kitty Angels will make every endeavour to agree any such costs in advance, this may not always be possible. I also confirm that no liability will attach to any employee of Kitty Angels or National Association of Registered Pet sitters as a result of any veterinary treatment obtained.

I confirm I will be responsible for the purchase of provisions including cat food and cat litter. In the event that additional items are required, these will be purchased by Kitty Angels and will be added to the final bill, along with time costs incurred, and reimbursed by myself.

I understand the potential consequences that could occur to my cat(s) while having access to a cat flap, or other opening allowing the cat(s) to leave the premises. I agree to release Kitty Angels, including its members, agents, managers, and employees, from all liability should my cat(s) become lost, injured or otherwise harmed as a result of my cat(s) having access to an open cat(s) flap or other opening such as windows and open doors.

I confirm that I have the right or the necessary permission to have pets in my home under the terms of any lease or rental agreement in place. Should I not have such right / permission, I agree to release Kitty Angels, including its members, agents, managers, and employees, from all liability in the event that the presence of the pet(s) comes to the attention of the building owners / managers / freeholders / residents or other person connected with the building, for whatever reason.

The Small Print

A 50% deposit should be made prior to the commencement of each booking. The remaining balance should be made no later than 30 days after completion of the care period. If full payment is not made by this time any outstanding debts will be passed on to our debt collection partners K2 Collections Limited, and any collection costs incurred will be added to the outstanding balance. Interest will also be charged. Deposits paid will be refundable if we receive notice of cancellation at least 7 days prior to the date that the service was due to commence. Booking cancellations or amendments with less than 48 hours' notice will be charged at the full rate.

All Client information such as alarm codes, contact numbers and keys are held in the strictest confidence and are kept securely. All personal information will be held confidentially and will not be passed to third parties. Personal information may be shared with our parent company Kitty Angels Group Limited which may contact you for the purposes of quality control.

It is the Client's responsibility to provide us with a working key to your property in advance of the commencement of the booking. In the event that we are unable to access your property using the key provided, we will engage the services of a locksmith to gain access, and any costs associated with this will be added to your bill.

Following the service period, Kitty Angels will securely retain the Client's key(s) for safekeeping and will deliver the key(s) where requested by the Client. We will only return key(s) to the Client or Client's representative. Kitty Angels will not agree to leave your house key in your home on our last visit due to possible return delays as this would result in Kitty Angels being unable to access your property, potentially leaving your home and pets devoid of care for unacceptable periods of time.

Kitty Angels cannot be held responsible for theft from or damage to your property, or any third party property, except where this is directly caused by reckless acts on the part of Kitty Angels.

Kitty Angels cannot guarantee that the visits will be carried out a specific time. The only exception to this is where the cat(s) requires medication, in which case we will make every effort that the visit is carried out at the specified time, or as close to this as possible.

It is the Client's responsibility to ensure that they have given us the correct departure and return dates, and that they have given due consideration to departure and return times when making their booking. Where Clients have given us incorrect information regarding departure and return dates and/or times, they will be liable to pay the cost of visits booked unnecessarily and not cancelled within the agreed cancellation periods set out above. Furthermore, we will not be liable for any issues or problems resulting from pets being left more than 24 hours without a visit whereby these are due to the Client's failure to duly consider and advise us of correct departure and return dates and/or times.

In the event of adverse weather conditions, Kitty Angels will make every effort to continue with the visits as planned, however we reserve the right to alter the booking schedule until such time as the weather improves, ensuring as far as possible that there is sufficient food and water for your cat(s).

All Kitty Angels employees work to the same professional standards. Whilst we will make every effort to accommodate clients' requests for a particular staff member to carry out all visits, we reserve the right to allocate visits according to our schedules.

Where a cat(s) requires the administration of medication, the cat(s) must remain in the property for the duration of the booking with the cat flap locked. We cannot be held responsible if the cat(s) misses any medication dose due to these instructions not being followed by the Client.

Where the cat(s) is/are allowed to go outside as requested by the Client, we will make all endeavours to ensure your cat(s) is/are brought inside your home for the evening if so requested, however if the cat(s) does/do not return within the duration of the visit, we will have no option but to leave the cat(s) outside with an adequate supply of food and water, and/or adjust any cat flap to the 'in only' setting (if applicable).

We cannot be held responsible for any cats which go missing where the Client has instructed us to allow the cat access to the outdoors or whereby the client has left open windows or doors which enable the cat(s) to exit the property. In the event of your cat(s) going missing, we will continue to provide care visits for your cat(s) for the duration of the service term. We will notify you/your emergency contact and your vet that your pet is missing from your home (that is, if we have not seen the cat(s) for a period of 48 hours or more).

In the event of any cat(s) becoming ill whilst in our care, we shall endeavour to use the pet's registered veterinary surgery (as advised at the initial consultation) wherever possible, although we reserve the right to use whichever veterinary surgery we deem to be appropriate in the circumstances. We will always try to obtain the Client's consent (or that of the Client's nominated representative) to any veterinary treatment prior to the commencement of such treatment, although where any emergency treatment (that is, to save the cat(s) from death or serious injury or illness) is required and we are unable to contact the Client or the nominated representative to obtain prior consent, we will authorise the veterinary surgeon to proceed. The Client will always be responsible for paying or reimbursing any veterinary costs incurred during the booking period.

We agree to exercise all reasonable and due care to prevent injury or death to cat(s) in our care. Kitty Angels will not be held liable for any injury or death of cat(s) in our care except where caused by reckless acts on the part of Kitty Angels. In the event of the death of any animal in our care, we shall contact you or your nominated contact to discuss arrangements.

We shall not be liable for any third party injury or damage, except where caused by reckless acts on the part of Kitty Angels.

Neither party shall be held liable for failure or delay in the performance of its obligations under this Contract, if such performance is delayed or hindered by the occurrence of an unforeseeable act or event which is beyond the reasonable control of either party ("Force Majeure Events"). Acts or events constituting Force Majeure Events shall include, but not be limited to Acts of God, health epidemics or pandemics, government intervention, directives or policies, strikes, industrial disputes, riots, rebellion and wars. The party affected by a Force Majeure Event shall notify the other as soon as soon as reasonably practicable after commencement of a Force Majeure Event.

Clients are advised that The National Association of Registered Pet Sitters cannot accept responsibility for the acts or omissions of Kitty Angels or any loss or damage caused by Kitty Angels or its employees.

We strongly recommend that all cats are kept up to date with all necessary vaccinations, as well as flea and worming treatments. We accept no liability for any infectious diseases, nor flea/worm infestations, acquired by any cat in our care either during or subsequent to our care period, where such cats were not up to date with the necessary vaccinations and/or preventative treatments at the commencement of any individual booking. We reserve the right not administer any over the counter medication deemed ineffective or hazardous by veterinary professionals.

I confirm I have read, understood and agree to these terms and conditions (including Customer Declaration), and understand that these terms and conditions will apply to any and all future bookings made with Kitty Angels. I further confirm that I hereby give authorisation to allow Kitty Angels to proceed with any reasonable and necessary veterinary treatment on my behalf whilst they are caring for my pet(s).

Print Name	
Signature	
Date	

We love to show off the kitties we are looking after on social media and other promotional material! If you are happy for your cat's photos to be featured on our social media pages please tick here (of course your name and addresses will remain confidential and will not be shared)

Data Protection Policy

We take the protection of your data very seriously. For full details of our Data Protection Policy please visit our website:

https://kittyangels.org.uk/privacy_policy/

Kitty Angels Customer Guide



Thank you for choosing Kitty Angels. We can't wait to start our visits and look forward to plenty of fuss and cuddles! We pride ourselves on offering the best possible service for you and your pet. To give you a little reassurance

-  We are fully insured
-  We are accredited members of the National Association of Registered Pet Sitters
-  We are fully CRB/DBS checked

(If we forgot to show you our certificates, please let us know and we will happily send them across to you).

We have created this little checklist for you. It's just a few things you might want to consider so that your cat is well prepared for our visit, and in the unlikely event that something out of the ordinary happens everything is covered:

Preparing your home for our visit

-  If it's cold, you may want to adjust the thermostat slightly, or use a timer so your kitty stays nice and warm. You also won't come back to any nasty surprises such as frozen pipes.
-  Don't forget to empty your rubbish. Don't worry if you've forgotten – we can do it for you!
-  Don't forget to close the doors to the rooms that are off limits to your kitty; they will try and convince us they can go anywhere!
-  If you're away for a while, you may want to throw away anything in the fridge likely to go out of date.
-  Remember to lock any external gates/buildings, and of course all the doors and windows too!
-  If there are any changes to what we've chatted about today, just leave us a note on the kitchen counter.

Planning ahead for your journey

-  Call your vet ahead of time to inform them that you are away and we will be taking care of your kitty
-  Please double check your key before giving it to us so we have no problems getting inside
-  Don't forget to have plenty of cat food and litter available in the event that you cannot return when expected. We will happily pick some up for you if you run out though
-  It may be a good idea to let your neighbours know that Kitty Angels will be visiting so that they don't panic if they see us entering / leaving your property
-  Be sure all pets are wearing their collars with identification if they have them.
-  Put our number in with your travel documents so that if you are delayed, you can let us know
-  Make sure your kitty is up to date with their flea and worming treatments

Supplies for your pet

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|  Food (incl can opener) |  Rubbish bags |  Toys |
|  Treats |  Beds |  Flea/Worming tablets (if needed) |
|  Cat Litter |  Food/Water Bowls |  Blankets |
|  Paper Towels |  Litter Scoops |  Cleaning Products |
|  Medication |  Grooming brushes |  Collar |

Thanks for choosing Kitty Angels. We hope you have a great time while you're away