

Cat Concierge – Cat and Pet Sitting Services

Terms and Conditions

As at 1 January 2020

The following Terms and Conditions apply to Cat Sitting and other pet care and home services provided in your home by Cat Concierge (ABN 68 716 790 266) and its representatives.

General Terms and Conditions

- 1) **Bookings and Payment:** Bookings are not confirmed until the payment balance has been received in full and a booking confirmation has been emailed to you. Bookings must be made by email or telephone call only (please do not send texts). For new customers a minimum first booking of 2 consecutive visits is requested. For first time bookings, bookings with invoice totals of \$200 or less, and all bookings made less than 4 weeks prior to the commencement of the service period, full payment is required immediately or at the initial consultation. For bookings over \$200 a 50% deposit may be made immediately, with the balance due 5 business days prior to the commencement of the service period. Bookings with less than 48 hours notice are charged a \$25 late booking fee, unless a prior arrangement has been made. For Christmas Peak, Easter and Public holiday long weekends, special payment conditions may apply. Payment can be made by cash (at consultation), direct deposit, PayPal or credit card via PayPal. PayPal and credit card payments incur a 3% processing fee.
- 2) **Cat and Pet Care Service:** Cat Concierge will feed your cats and/or other pets according to your instructions and as discussed at the initial consultation. The standard cat care service includes feeding, replacing water, cleaning and/or replacing cat litter as required, light brushing if requested, and play time if applicable. Cat Concierge also offers a small pet feeding service for birds, fish, mice, guinea pigs and rabbits with basic feeding requirements. Additional fees apply for small pet cage cleaning and/or multiple cages if carried out in conjunction with a cat sitting service. Refer to current Price list for details.
- 3) **Text and Email Updates:** Reports by text or email can also be requested at no charge. These reports may be sent either during the service, or at a later time during the day. Your text or email may not be received if your phone is out of range or there are other issues with your phone service. If you haven't received your requested report by 7pm please contact Cat Concierge.
- 4) **Additional pet food and supplies:** If additional pet food or supplies needs to be purchased by Cat Concierge, a shopping service fee will be levied in addition to the cost of any food purchased.
- 5) **Cat Concierge Visit times:** Standard visit duration is 30 minutes. The minimum number of visits is once per day during the booking period. Afternoon/evening visits are usually only scheduled when forming part of a booking which includes twice daily visits. Single visits on weekends when available attract a surcharge. Visit times are kept as consistent as possible during the booking period, however these may vary due to scheduling changes and other circumstances beyond our control.
- 6) **Outdoor access by your cat:** Cat Concierge recommends that for your cat's safety it be kept indoors during the period of your Cat Concierge service. If you require your cat to be locked inside for the night Cat Concierge will make reasonable attempts to bring your cat into the house, however if the

cat is unable to be located, or runs away from the Cat Concierge carer your cat will be left outside. Cat Concierge is not liable for any injury or accident that your cat may suffer as a consequence of having outdoor access.

- 7) **Keys and Key Management:** Keys will normally be supplied to Cat Concierge at the initial consultation. Keys will be tested in your presence to ensure that they work properly. For your convenience Cat Concierge can retain your keys for future cat care visits. Your keys will be kept in a secure location with no address or name identification attached to the keys. Your keys will always remain your property and will be returned promptly upon request.
- 8) **Key Pick-up & Key Return:** Cat Concierge offers a personal key pick up or key return service for an additional fee. It is Cat Concierge policy that Keys will **not** be locked inside the home at the last visit. Unless organised beforehand, Cat Concierge will contact you after your booking is completed to arrange return of your keys, either by phone, text or email. If there is no response Cat Concierge will retain your keys securely until advised otherwise.
- 9) **Home Security Systems:** Your security company should be advised that Cat Concierge will be accessing your home wherever possible. A key code is preferred to a key fob. Cat Concierge will not be liable for any costs or charges associated with the inadvertent activation of your security system. If Cat Concierge is unable to access your house due to a faulty security system, incorrect security codes, faulty or non-functioning alarm fob, unadvised security system (or dogs), Cat Concierge will attempt to contact you by phone. If you or your emergency contact are unable to be contacted, Cat Concierge may engage the services of a locksmith and all costs will be reimbursed by you upon your return.
- 10) **Parking and Access:** Cat Concierge will need access to parking that is generally available and reasonably close to your residence. For unit and townhouse blocks that have little or no available visitor parking a resident parking spot must be made available, unless plentiful street parking is available. Additional time will be charged if suitable parking cannot be found, including meter and parking station charges.
- 11) **Cat Behaviour:** If your cat displays aggression at any time during the visit, or if the cat is timid and prefers no interaction with the Cat Concierge carer, Cat Concierge will minimise interaction with your cat to avoid risk of injury to the Cat Concierge carer and to avoid inducing stress in the cat. Cat Concierge will continue to leave food, replenish water bowl, and clean and replace the cat litter for the duration of the Cat Concierge service period.
- 12) **Cat health:** If your cat is frail due to recovery from illness or old age, Cat Concierge will tailor a specific package to meet your requirements. If your cat has a chronic illness, requires medication of any sort, or requires a special or restricted diet due to a diagnosed medical condition up to date and detailed instructions **must** be provided before each booking. If your cat has an acute illness, requires regular pain medication or has an uncontrolled or recently diagnosed medical condition, 24 hour boarding at your veterinarian is recommended.
- 13) **Cat Vaccination:** It is recommended that all cats have up to date vaccinations as Cat Concierge carers will be in contact with other cats. Cat Concierge accepts no responsibility if your cat falls ill due to being unvaccinated.

- 14) **Medication:** Cat Concierge must be advised and provided with detailed instructions for your cat's requirements in relation to medication prior to the start of each booking. All medications must be supplied. However if the cat causes injury to the Cat Concierge carer during administration of medication, or if the medication is unable to be administered after several reasonable attempts, Cat Concierge reserves the right to discontinue administering medication for the remainder of the service period. In such cases Cat Concierge reserves the right to transfer care of your cat to your nominated veterinarian after attempting to contact you or your emergency contact. Cat Concierge is not a veterinary service and cannot accept responsibility for the effects on your cat's health as a result of not receiving its medication. If administration of medication in addition to other regular duties exceeds the 30 minute visit time, additional charges will apply.
- 15) **Cat falling ill before Cat Concierge service:** You must inform Cat Concierge in circumstances where prior to your scheduled Cat Concierge in-home visit taking place, your cat becomes unwell or loses its appetite, is injured, or requires veterinary attention. If your cat's health is failing or requires more intensive care, boarding your cat at your vet clinic for 24 hour care is highly recommended.
- 16) **Veterinary release form:** A veterinary release form must be completed and signed before the commencement of the Cat Concierge service. It is recommended that you leave current credit card details with your vet for bookings of longer than 5 days.
- 17) **Emergency care:** In the case of an emergency where your cat under Cat Concierge's care becomes ill or injured and requires treatment by a veterinarian during a booked Cat Concierge visit, Cat Concierge will take your cat to the veterinary clinic you have nominated in the Veterinary Release form that you signed at the initial Cat Concierge consultation, or the closest available vet hospital or clinic of our choosing. You or your contact listed on your emergency contact form will be notified as soon as possible.
- 18) **Transport to Veterinary Surgery:** Where your cat needs to be transported to the vet due to emergency or illness, a transportation charge will apply.
- 19) **Veterinary surgery waiting time:** Waiting time at the vet incurs a service fee is charged per 15 minutes.
- 20) **Emergency and other waiting time:** Where Cat Concierge needs to attend to pet or household emergencies (e.g. problems with security system, break-ins, errands required, plumbing) a service fee is charged per 15 minutes. Travel time is additional.
- 21) **Access to your home by third parties while you are away:** Cat Concierge will not be held liable and accepts no responsibility for damage or injury of any kind to your pets, home, its contents, and garden, where you grant access to your home to a friend, relative, neighbour, tradesman, cleaner or any other third party, during the time of the Cat Concierge service period. It is Cat Concierge policy that pet sitting services cannot be shared with third parties during the term of the service period.
- 22) **Indoor and outdoor plant watering service** A revised fee applies for garden watering that cannot be performed, in addition to other duties, within the standard 30 minute visit time. Outdoor gardening watering service is for hand held hose watering or portable sprinkler only. Cat Concierge will

endeavour to follow your watering instructions as closely as possible, however no responsibility can be taken for the decline or death of plants.

- 23) **Mail and Bin Collection:** Cat Concierge will bring in your emptied council garbage and recycling bins from the kerb free of charge, and if requested will also take them out if you are unable to do so before collection day. Vegetation bins will not be moved if full. Mail and junk mail can also be collected from your property free of charge.

Cancellation Policy, Peak and Holiday Period Surcharges

1) **Peak and Holiday Period Definitions:**

- a) Christmas Peak Period – All days between 15 December and 15 January inclusive.
- b) Easter Holiday – All days from Good Friday to Easter Monday holiday inclusive
- c) Other Public Holidays – All other NSW public holidays (including ANZAC day, Labour Day, Queen’s Birthday, and Australia Day).

- 2) **Cancellation Fees:** Cancellation Fees may apply when cancellation has been made to a booked Cat Concierge service, prior to commencement of the service. Cancellation notice of one day is calculated from 12pm (midday) the day prior to the scheduled service. “One day’s booked service” means the highest rate booked. Cancellations must be notified by phone call or email. Cancellation Fees are set out in the following table:

Booking Period	Cancellation fee with 14 days or more notice	Cancellation fee with 7 to 13 days notice	Cancellation fee with 2 to 6 days notice	Cancellation fee with less than 2 days notice
Christmas Peak and Easter Holiday Periods	No charge	25% of total booked service fee, or 1 day’s booked service, whichever is greater	50% of total booked service fee, or 1 day’s booked service, whichever is greater	100% of total booked service fee
All other days, including Other Public Holidays as defined in (1c)	No charge	No charge	25% of total booked service fee, or 1 day’s booked service, whichever is greater	50% of total booked service fee, or 1 day’s booked service, whichever is greater

- 3) **Holiday Surcharges:** The following days attract a holiday surcharge, please refer to Cat Concierge’s pricing list for current rates:

- NSW public holidays (currently New Year’s Day, Australia Day, Anzac Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Queens Birthday, Labour Day, Christmas Day, Boxing Day)
- All days falling between Christmas Day and New Year’s Day inclusive

4) **Issuing of Refunds and Credits for Cancelled Services:**

- a) **For cancellations with less than 7 days notice (with the exception of bookings during Christmas Peak and Easter Holiday periods):** Any balance remaining after any applicable cancellation fee has been charged will be credited to the customer's account for future pet sitting services for use within the next 6 months.
- b) **For cancellations with 7 days or more notice (with the exception of bookings during Christmas Peak and Easter Holiday periods):** The customer can elect to either receive a full refund, or to credit their balance with Cat Concierge for future cat sitting services for use within the next 6 months.
- c) **For bookings during Christmas Peak and Easter Holiday periods:**
 - a. **For cancellations made with less than 14 days notice,** any balance remaining on the customer's account following the deduction of the cancellation fee will be credited to the customer's account for future pet sitting services for use within the next 6 months.
 - b. **For cancellations with 14 days or more notice,** the Customer will have their account credited with the unused balance for future cat sitting services for use within the next 6 months.

5) **Early Return of Customer after commencement of Cat Concierge service:**

- 6) If the Customer has notified Cat Concierge of early return, then no cancellation charges are payable. If you fail to advise Cat Concierge of your early return and a home visit is made, the booked service charge for that day will apply. Credits are at Cat Concierge's discretion. Any credits applied will be available for a period of 6 months.
- 7) No credits are issued for early returns for services booked during the Christmas peak period and Easter Holiday period.

8) **Christmas Week Booking Allocation (24th December – 1st January)**

Due to high demand for services during this time period and in the interest of fairness to all customers, preference is given to regular customers that have booked at least 6 visits during the calendar year outside of Christmas week (the days between Christmas and New Year).