

## Meowry Pop-ins Terms & Conditions

Any health, dietary and behavioural problems must be declared at the time of booking. Medication that is to be administered while visiting must be provided by the cat owner, administration may incur an extra charge per cat per day depending on the requirements. Medication will only be administered to manageable cats, therefore if there should be a risk causing harm to Meowry Pop-ins or to itself whilst medication is trying to be administered, then it may be necessary for the cat to be cared for by a veterinary surgeon at the home or at the surgery. Any veterinary fees incurred in this way will be the responsibility of the cat owner. The cat owner must also inform their veterinary surgery that their cat(s) will be under the care of Meowry Pop-ins and authorise Meowry Pop-ins access to their cat's information. This is due to data protection laws.

**Liability** - Meowry Pop-ins agrees to provide the services stated in the agreement in a reliable and trustworthy manner. Meowry Pop-ins shall not be held responsible for any loss, injury or death of any cat that the client allows access to the outside of their property.

Meowry Pop-ins shall report any damages accidentally caused by themselves while visiting the client's property and work with the client to resolve said damages. Meowry Pop-ins shall report loss of keys to the property caused by themselves if the client has agreed for them to retain them and will work with them to resolve said loss of keys. Meowry Pop-ins must be informed if anyone else that has access to the property and in allowing others access, relinquishes Meowry Pop-ins from any damage or theft from the property.

Meowry Pop-ins is liable for any reasonable negligence on the property of the client. Anything that is within their control and should be part of their due diligence as a provider of care. If Meowry Pop-ins does lose a cat while they are in their care, Meowry Pop-ins will search extensively for the cat as well as inform the owner as soon as possible of the situation. Meowry Pop-ins will also alert social media groups to aid in keeping an eye out and letting Meowry Pop-ins know of any sightings.

Meowry Pop-ins will document efforts to find the cat as well as report to authorities if there is a suspicion of theft.

**Emergency Contacts** - In the event of an emergency at the home, contact will be made to the emergency contact provided on the completed booking form. The emergency contact must be able to take (or arrange) care of the cat in such an eventuality. Their contact details will be shared with emergency staff/services as required.

**Deposit** - a non-refundable non-transferable deposit of 50% of the booking fee is payable on placing a booking to ensure visiting slots are held. Any remaining payment will be invoiced the day of the first visit. If for any reason a deposit is not requested at the time of booking; in the event of the cancellation, this deposit will still be due for payment and will be requested at the time of cancellation and in conjunction with the cancellation term below.

**Payment Methods** - Preferred payment methods are by bank transfer or via a cash payment. Remaining balance is due on or before visits begin.

**Booking Process and Booking Confirmations** - A booking will only be valid and visiting slots reserved, where the booking has been acknowledged by Meowry Pop-ins and the deposit has been supplied. Subject to this condition Meowry Pop-ins will provide a booking confirmation at which point the visiting slots will be reserved. Cancellations or reductions in the length of the booked visits, notified within 2 weeks of the booking start date will result in the whole fee, for the entire booking, will be due for payment. This required notice period is increased to 4 weeks in the peak months of April to October, December and the Easter period. Cancellations are required in writing where required Meowry Pop-ins can provide invoices for holiday cancellation insurance claims.

Veterinary Treatment - The cat owner hereby authorises Meowry Pop-ins to call a veterinary surgeon (nominated by Meowry Pop-ins) on the cat owners behalf should it be considered necessary. All resulting veterinary fees will be liable for payment by the cat owner directly to the instructed veterinary practice. The attending vet has overall say in the treatment (including euthanasia) of the cat. The cat owner is hereby made aware that no veterinary insurance cover is provided by Meowry Pop-ins.

Your contract with us, these terms and conditions form the basis of our contract with you. By placing a booking and making a payment implies acceptance of these conditions. If after placing a booking these conditions are not met by the customer, Meowry Pop-ins reserves the right to not conduct the visits and cancellation fees may apply.