

Cat Concierge – Cat and Pet Sitting Services

Terms and Conditions

As at 1 January 2024

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.

Bookings and Payment:

- Bookings are not confirmed until the payment balance has been received in full.
- Bookings must be made by email or telephone call only.
- Bookings are not available more than 6 months in advance.
- For first time bookings, bookings with invoice totals of \$250 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 all other bookings over \$250 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 late booking fee.
- For Christmas Peak, Easter and Public holiday long weekends, special booking and payment conditions apply.
- Payment can be made by cash (at consultation), direct deposit (EFT), or credit card via PayPal. PayPal and credit card payments incur a minimum 3% fee (subject to change).

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.
- Standard visit duration is 30 minutes.
- The standard cat care service includes feeding, replacing water, scooping and/or replacing cat litter when required, and play time if applicable.
- One litter box per cat is included in the service fee. Additional litter boxes and any requested cleaning (eg washing out of/disinfecting boxes) will attract additional fees.
- In the case of outdoor cats, the garden and pot plants are not considered litter boxes. Cat droppings in such areas will not be removed.
- Additional clean up due to excessive vomiting, toileting outside litter box and other behaviours may attract additional fees.
- Additional fees apply for small pet feeding if carried out in conjunction with a cat sitting service.

Photo Updates:

- Photo updates by text, email or other messaging services can be requested at no charge. These reports may be sent either during the service, or at a later time during the day. If you haven't received your requested report by 7pm please contact Cat Concierge.
- Customers should message Cat Concierge upon returning home. Further home visits may be made if no contact has been made with Cat Concierge.

Additional pet food and supplies:

- A shopping service fee will apply in addition to the cost of any food or supplies purchased.

Outdoor access by your cat:

Cat Concierge is not liable for any injury or accident that your cat may suffer as a consequence of having outdoor access. Cat Concierge recommends that your cat remains indoors during a booking.

Keys and Key Management:

- Keys will normally be supplied to Cat Concierge at the initial consultation. Keys can also be retained by Cat Concierge for your convenience.
- Please ensure that any keys supplied will open all locks easily.
- 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 key. If there is no response Cat Concierge will retain your keys securely until advised otherwise.
- If no contact has been made with a customer for 2 years any keys held may be destroyed.

Home Security Systems:

- 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, or malfunctioning locks, 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.

Parking and Access:

- For unit blocks that have little or no available visitor parking a resident parking spot must be made available, unless sufficient street parking is available.
- Additional time will be charged if suitable parking cannot be found, including meter and parking station charges.

Cat Behaviour during Visits:

- 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 scoop and replace cat litter for the duration of the Cat Concierge service period.

Cat health:

- 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.

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.
- No injections will be administered.
- 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.
- If administration of medication in addition to other regular duties exceeds the 30 minute visit time, additional charges will apply.

Cat falling ill before Cat Concierge service:

- You must inform Cat Concierge in circumstances where prior to your scheduled Cat Concierge in-home booking starting 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.

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.
- Any fees paid by Cat Concierge for any veterinary treatment on customer's behalf must be reimbursed by cash or EFT immediately on receipt of invoice.

Emergency care:

- In the case of an emergency or illness 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.

Transport to Veterinary Surgery:

- Where your cat needs to be transported to the vet due to emergency or illness, a transportation charge will apply.
- Waiting time at the vet incurs a service fee and is charged per 15 minutes.

Emergency and other waiting time:

- Where Cat Concierge needs to attend to any household emergencies a service fee is charged per 15 minutes. Travel time is additional.

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 any third party during the time of the Cat Concierge service period.
- Pet care duties cannot be shared with third parties during the term of the service period.

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.
- 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.

Mail and Bin Collection:

- Cat Concierge will bring in your mail, 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.
- One bin collection service is included per booking.
- Vegetation bins will not be moved if full.

Cancellation Policy, Peak and Holiday Period Surcharges

Peak and Holiday Period Definitions:

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

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

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, King’s Birthday, Labour Day, Christmas Day, Boxing Day)
- All days falling between Christmas Day and New Year’s Day inclusive

Issuing of Refunds and Credits for Cancelled Services – Christmas Peak and Easter Holiday periods :

- **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.
- **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.

Issuing of Refunds and Credits for Cancelled Services – All other periods:

- **For cancellations with less than 7 days notice:** 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 12 months.
- **For cancellations with 7 days or more notice:** 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 12 months.

Early Return of Customer after commencement of Cat Concierge service:

- No credits are issued for early returns for services booked during the Christmas peak period, Easter Holiday periods, and all other Public holiday long weekend periods.
- 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 for early returns during other times are entirely at Cat Concierge's discretion. Any credits applied will be available for a period of 6 months.

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).