

JK Pet Services

Terms and Conditions

Cat Home Visits

Cat Home Visits

- 1) All Clients (regular or ah-hoc) will be deemed to have accepted JK Pet Services Terms and Conditions (as laid out here) and any subsequent updates, hereafter, on signature of the Cat Home Visit Agreement. It is understood that The Client retains the services of JK Pet Services as an independent contractor and not as an employee. JK Pet Services shall be responsible for their own insurance and all statutory declarations and payments with regard to income tax and VAT where applicable.
- 2) JK Pet Services will not confirm any booking until a consultation has been carried out with The Client and the Cat Home Visit Agreement, with full details of client's requirements, has been signed by The Client. The consultation is a free of charge 'Meet and Greet' in the comfort of your own home at a mutually convenient time. JK Pet Services agree to perform the agreed services in an attentive, caring and reliable manner and The Client agrees to provide all necessary information to assist in this performance. JK Pet Services undertakes to notify The Client of any occurrence pertaining to the cat(s) which may be relevant to the care and well-being of the cat(s).
- 3) All bookings for cat Home Visits must be made at least 4 weeks prior to the first scheduled visit.
- 4) JK Pet Services shall not be obliged to perform any other duties, except those specified and agreed to on the Cat Home Visit Agreement form.
- 5) The Client will ensure their cat(s) has been microchipped and that the microchip has correct and up to date details in accordance with **The Microchipping of Cats and Dogs (England) Regulations 2023**. The Client will also ensure that their cat(s) is wearing an identification tag, with correct and up to date client contact details in cases where the cat(s) is allowed outside of the home. Should the cat(s) not have a microchip or an identification tag (as above), JK Pet Services reserves the right to refuse providing a service to The Client.
- 6) The Client confirms that, in requesting and agreeing to use the services of JK Pet Services, that JK Pet Services has relied on The Clients' representation that their cat(s) is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other animal. JK Pet Services reserves the right to refuse providing a service to The Client in any circumstances where their (The Client's) cat(s) is deemed to be or to has the potential to be dangerous or disruptive. The Client agrees to notify JK Pet Services immediately of any unwelcome, aggressive, procreative or dangerous behaviour of their cat(s) that has potential to cause harm to any other animal or individual. JK Pet Services must be alerted to any behavioural problems with their cat(s) at the time of booking. Failure to do so may result in termination of Cat Home Visit Agreement.

- 7) JK Pet Services reserves the right to refuse to provide services if The Client fails to provide adequate proof of vaccinations for their cat(s) or the vaccinations are found to be expired or otherwise incomplete. The Client agrees to take any necessary measures and precautions to ensure that their cat(s) is continuously free of contagious infections or communicable diseases. The Client agrees to notify JK Pet Services immediately of any infectious and/or contagious disease or conditions their cat(s) has been exposed to or is affected by. JK Pet Services reserves the right to refuse services until satisfied that the condition is resolved.
- 8) JK Pet Services reserves the right to refuse to provide services if The Client fails to inform JK Pet Services if their cat(s) has fleas or worms. The Client agrees to take any necessary measures and precautions to ensure that their cat(s) is continuously free of fleas and worms. The Client agrees to notify JK Pet Services immediately if their cat(s) is found to have fleas or worms; JK Pet Services reserves the right to refuse services until satisfied that the condition is resolved.
- 9) The Client must provide all items necessary for their cat(s) to be adequately cared for in The Client's absence. (i.e. food, medication, leads, tags, collars, cat litter etc). Should the cat(s) require any additional supplies whilst in the care of JK Pet Services, these will be purchased and added to the invoice. Receipts will be kept and provided.
- 10) Cat Home Visits are 30 minutes in duration. During the home visit, litter trays will be checked, emptied and cleaned as necessary. Your cat will be fed as per your instructions and fresh water will be put out. During the visit, JK Pet Services will interact and play with your cat (if they like this and toys are provided) to ensure they are appropriately mentally stimulated.

Liability

- 11) JK Pet Services holds Public Liability insurance relative to the services performed for The Client. The Client is responsible for checking with their own pet insurer that their cat(s) is covered under their policy while being cared for by JK Pet Services. Wherever possible your cat(s) should be insured by you, The Client. JK Pet Services reserves the right to refuse a booking for any cat(s) which is not insured.
- 12) JK Pet Services will care for your cat(s) as you would, and whilst JK Pet Services will make every effort to ensure your cat(s) is well looked after in your absence, JK Pet Services cannot be held liable for any mishap of whatsoever nature, which may befall a pet or be caused by a pet who has unsupervised access within your home, or to the outdoors; this includes any loss, injury or death to a pet either inside or outside of the home whilst in JK Pet Services care.
- 13) JK Pet Services accepts no responsibility for any breach of security or loss of or damage to The Client's property, should any other person have access to the property during the term of the Cat Home Visit Agreement.
- 14) JK Pet Services will take adequate steps to ensure your home is safe and secure in your absence. However, JK Pet Services cannot be held responsible for any burglaries, nor any accidents caused by your cat(s).

Emergencies

- 15) The Client must provide JK Pet Services with the name and contact number of someone capable of making a decision relating to their cat(s) in an emergency. If the contact is not available, JK Pet Services reserves the right to consult with a Veterinary Surgeon and then make a decision which is in the best interests of the cat(s). The Client is responsible for any veterinary bills, no matter how they are incurred, whilst the cat(s) is in the care of JK Pet Services.
- 16) In the event of an emergency, JK Pet Services shall contact The Client at the numbers provided, to confirm The Client's, or if The Client cannot be reached, the Guardian's choice of action. In the event that neither can be contacted, JK Pet Services is authorised to:
- (i) Transport the cat(s) to the nominated Veterinarian.
 - (ii) Request on-site treatment from a Veterinarian.
 - (iii) Transport the cat(s) to an emergency clinic if the previous two options are not feasible.
- 17) The Client is responsible for the full cost of any consultation charges and/or treatment of any injuries or illness that their cat(s) receives while under the care of JK Pet Services, together with any other associated costs incurred by the Veterinary practice and JK Pet Services e.g. transportation/call out charges. The Client agrees to pay all veterinary costs immediately on collection of their cat(s) at the Veterinary practice, or by agreement with the proprietor. For the costs incurred by JK Pet Services, eg. time and transportation costs (these will be briefly discussed with The Client or their emergency contact at the time of the emergency phone call), these will be added to The Clients invoice to be paid at the end of the month.

Medication Administration

- 18) Should The Client's cat(s) require medication when JK Pet Services carries out the home visit(s), JK Pet Services is happy to give the medication as per The Client's advice and guidance. Any medication instructions given will be followed and all medication given to your cat(s) will be recorded on the Pet Medication Record. At the end of each working week or at the end of the visit period, a copy of the Pet Medication Record will be emailed to you, The Client, for your records.
- 19) JK Pet Services accepts no liability for any issues that may arise following administration of medication given to your cat(s). Should your cat(s) react to any medication given while in the care of JK Pet Services (i.e. during the home visit period), you, The Client, and your veterinary practice will be notified, and your cat(s) will be taken to your veterinary practice where the veterinary team will care for your cat(s). Any treatment needed and the cost of treatment is The Client's responsibility as the pet owner (see the Emergencies section above for more details).

Pet Bereavement Policy

- 20) In the unfortunate circumstance that your cat(s) passes away, please notify JK Pet Services as soon as possible so JK Pet Services can support you if necessary. Following the death of your cat(s), to settle your account, home visits carried out up to the date your cat(s) passed away will be chargeable at the standard rate. Any scheduled home visits after the date your cat(s) passed away will incur no charge.
- 21) Should your cat(s) unfortunately pass away while in the care of JK Pet Services, you, The Client and your veterinary practice will be notified, and your cat(s) will be taken to your veterinary practice where the veterinary team will make the necessary arrangements following your cats' passing. All veterinary costs are The Clients responsibility as the pet owner. If you have any specific requests regarding this sensitive subject, please contact JK Pet Services so your wishes can be recorded and carried out.

Payment for Services provided by JK Services including Late Payment Policy

- 22) Full payment for services provided (agreed either at the time of booking or thereafter) is to be made by/on the last working day of the month; invoices for the month (calendar month) will be emailed towards the latter end of each calendar month and payment should be made via bank transfer only on receipt of the invoice or by/on the last working day of the month.
- 23) Should payments be delayed, 2.5% of the total bill amount will be added for each day that payment is overdue. JK Pet Services reserves the right to terminate the Cat Home Visit Agreement immediately if payment is not forthcoming and will take action to recover payment owed.
- 24) For any late payments, as a gesture of goodwill, if on the first occasion the invoice is paid in full the next day (including weekends and bank holidays), no late fee will be charged however, if the invoice has not been paid the next day, late fees will be added each day until the invoice and late fees have been paid in full.
- (i) If the full invoice payment including late fees has been made within 3 days (including weekends and bank holidays), for all future bookings, the full payment will be required in advance of the home visit at the time of booking; an invoice in advance of scheduled home visits will be provided to The Client. An invoice will be sent to The Client in advance of the beginning of each calendar month (at the end of the previous month) to be paid on receipt for the month's home visits ahead. If for any reason a home visit is then cancelled by The Client, the full payment will be retained. If a home visit has to be cancelled by JK Pet Services, the payment for that home visit will be refunded to The Client.
- (ii) If after 3 days there is no invoice and no late fees payment, any booked/scheduled future home visits will not be carried out and payment will continue to be chased.
- (iii) If there is still no payment (including late fees) for the first invoice after 7 days, the Cat Home Visit Agreement will be terminated by JK Pet Services - termination conditions will then apply (see below). Full payment for all services carried out and booked (within the

4 week notice period) will be required once the termination agreement notice period has ended.

- (iv) If an invoice payment by The Client is late on a second occasion the Cat Home Visit Agreement will be terminated by JK Pet Services - termination conditions will then apply. Full payment for all services carried out and booked (within the 4 week notice period) be required once the termination agreement notice period has ended.

25) Additional fees charged to The Client may include the purchase of necessary items for the care of the cat(s) including but not limited to unexpected visits and emergency expenses for health care or veterinary treatment. JK Pet Services shall retain and submit receipts as proof of additional expenses. Once the receipts have been provided to The Client, The Client agrees to make payment to JK Pet Services immediately.

26) JK Pet Services will conduct a yearly price review (in April) for services provided and reserves the right to increase prices each year in line with inflation. Should there be an increase in the price for services provided, JK Pet Services will notify The Client one calendar month in advance of when the new price will take effect. The Client will be deemed to have accepted any price increase by continuing to use the services provided by JK Pet Services. Should The Client not wish to continue to engage with the services provided by JK Pet Services following any price increase, The Client is able to terminate the Cat Home Visit Agreement as per the Cancellation and Termination policy stated below.

Please be aware, that weekends, bank holidays and requests for out of hours services are subject to availability and subject to a higher price rate. Please refer to the Price List or visit www.jkpetservices.co.uk for guidance on this.

Termination of the Cat Home Visit Agreement and Cancellation Policy for Cat Home Visits

27) Should The Client wish to terminate the Cat Home Visit Agreement at any time (before or after the first booking has been agreed and scheduled), a minimum of 4 weeks notice is required. For any scheduled home visits within the 4 week notice period you, The Client, will be charged the full standard charge for all scheduled home visits that JK Pet Services will carry with in the 4 week notice period. If The Client wishes home visits to stop immediately the full standard charges for all scheduled home visits in the 4 week notice period will apply regardless. For any home visits scheduled outside of the 4 week notice period, no charges will be incurred.

28) One-off single cancellations by The Client must be made at least **72 hours in advance**; failure to do so will incur **a charge, this charge is dependent on the time before the scheduled visit takes place**. If you cancel your cats scheduled home visit (within 72 hours of the scheduled walk or visit), the following charges will apply:

72 hours prior - 50% of the usual charge still applies
48 hours prior – 75% of the usual charge still applies
24 hours prior – 100% of the usual charge still applies

If The Client cancels 3 or more visits in a row or cancels 3 or more visits in a two week period, JK Pet Services reserves the right to terminate the home visit agreement.

Please note for cancellations/bookings etc, office hours are 09:30 to 17:00 Monday to Friday. Messages left outside of these times may not be responded to until the next working day however, JK Pet Services will endeavour to respond to all messages as soon as possible.

- 29) Should any cat become aggressive or dangerous, JK Pet Services will:
- (i) Terminate The Cat Home Visit Agreement with immediate effect.
 - (ii) The Cat Home Visit Agreement shall be deemed terminated.
- 30) Any wrongful or misleading information given by you, The Client, in the Cat Home Visit Agreement form may constitute a breach of terms of this Agreement and be grounds for instant termination thereof.
- 31) Termination under the circumstances described in 29 or 30 above, shall not entitle The Client to any refunds or relief of any outstanding payments due.
- 32) Where JK Pet Services need to cancel due to unforeseen circumstances, including but not limited to, ill health and extreme weather conditions making driving conditions dangerous, they will contact The Client as soon as possible in order for The Client to make alternative arrangements for their cat(s). If JK Pet Services cancels your cat's home visit, there will be no charge to you, The Client for that home visit.

JK Pet Services Holiday Arrangements

- 33) JK Pet Services will give The Client a minimum of 4 weeks notice for any holiday arrangements that JK Pet Services has made to ensure that The Client is aware and does not request home visits for this period.
- 34) Where JK Pet Services needs to cancel scheduled home visits due to unforeseen circumstances, including but not limited to, ill health and extreme weather conditions, they will contact The Client as soon as possible in order for The Client to make alternative arrangements for their cat(s). If JK Pet Services cancels your cat(s) home visit(s), there will be no charge to you, The Client, for the home visits cancelled.

Keys

- 35) The Client gives permission for JK Pet Services to hold keys to their property, if necessary, which have been provided willingly. It is understood that JK Pet Services will return the keys to The Client at the end of the Cat Home Visit Agreement period. Alternatively, The Client will leave keys to their property in a key box at the property and will provide JK Pet Services with the key box code. JK Pet Services will return the keys to the key box at the end of each home visit.
- 36) The Client agrees to provide keys/arrange access to the cat for the agreed appointment(s); failure to do so will result in a cancellation fee for that day's service and must be paid in full by The Client. JK Pet Services accepts no liability for the security of The Client's home, should keys be left in a place deemed to be "safe" by The Client, at The Client's request.

Parking

- 37) JK Pet Services kindly requests that The Client allows JK Pet Services to park their vehicle on their driveway or in their allocated space for the duration of the home visit(s). If The Client has no driveway or allocated space, provided there is free on street parking outside The Client's property, JK Pet Services will park on the street. If The Client lives in an area where on street parking is only permitted with a permit, The Client agrees to provide JK Pet Services with a valid Visitor Parking Permit for the duration of the day's home visit(s). If no Visitor Parking Permit is provided by The Client and JK Pet Services has to pay for a parking ticket for the duration of the home visit(s), the cost of the parking ticket will be passed onto The Client – the parking ticket cost will be added onto The Client's invoice for the month; JK Pet Services shall retain and submit parking ticket receipts as proof of additional expenses. Where no suitable nearby parking is available, JK Pet Services reserves the right to refuse a service to The Client.