

Katisfaction Cat Sitting

General- and payment terms & conditions (applicable to all services offered)

-  The total amount for the entire cat sitting period must be paid before the agreed period starts. Any additional (unforeseen) costs should be paid at the end of the cat sitting period. Katisfaction reserves the right to discontinue its services and to terminate the agreement if this obligation is not met.
-  Any additional (unforeseen) costs, for example for cat food or vet visits, are always for the account of the animal's owner. These costs have to be paid afterwards, or when costs are extremely high (e.g. veterinarian costs) transferred directly from your holiday address.
-  If a visit to the vet is necessary, a tariff of € 25,- per visit will be charged on top of the regular rate for cat sitting. A visit to an Emergency Clinic outside regular opening hours of your vet (evenings, weekends and public holidays) costs € 50,-. The charges of the vet, medication and travel costs (public transport or taxi) are also for your account.
-  You must leave a clean litter box at departure. Also, you are responsible for ensuring there is sufficient (cat)food, litter, medicine etc. for the entire period of your absence. You must also ensure that the vet details, passport(s), and travel/carry case(s) of your animal(s) are accessible and ready for me should I need them.
-  In the event that insufficient quantities of, for example, (cat)food or litter have been supplied then a tariff of € 7,50 will be charged for each errand required to obtain these necessary supplies. This tariff is in addition to the costs of the supplies themselves.
-  If you are not contactable in the event of an emergency then Katisfaction cannot be held responsible for any damages/costs that may result. For example, if veterinary costs are incurred and you would have opted for a visit to the vet not to have taken place, you are still liable for those vet charges.
-  Katisfaction will pay the utmost attention to the care of your animal(s). Your personal details, keys and house will also be in safe hands. However, I am not liable for any damage that may occur in your absence or any costs incurred due to illness, loss or death of your animal(s), or damage to your property/home.
-  Should you wish to stay away for longer or if you are unable to return home when planned due to unforeseen circumstances, Katisfaction will - as far as possible and for as long as necessary - continue to take care of your animal(s). However availability cannot be guaranteed beyond the agreed dates, so any extension you may require to the previously agreed period should be discussed as soon as possible.
-  In the event of, for example, (severe) illness or accident, or any other circumstances that make cat sitting impossible, contractor Katisfaction reserves the right to terminate the agreement. Should this occur you will receive a full refund for the period in which no services are provided. If possible and with your permission, Katisfaction will try to find alternative care. Any additional costs are always for the account of the owner.
-  Katisfaction reserves the right to adjust rates and general- and payment terms & conditions, in which case earlier rates and terms and conditions are superseded. On public holidays a surcharge of 50% is applicable.

Cancellation, later departure or earlier return

-  You can cancel free of charge up to 21 days* before the agreed cat-sitting period commences.
-  In case of cancellation 21 days to 48 hours before commencement*: half the total amount due will be payable.
-  In case of cancellation within 48 hours* of the agreed cat-sitting period: the entire amount due will be payable.
-  There will be no refund in the case of: a later departure date/earlier return date/alternative care (on certain dates).

* The agreement commences at 00h00 on the first cat-sitting day, regardless of the time we have agreed for the cat-sitting to take place at your home on that day. For example: the cat-sitting period is 1 to 7 May. The contract begins at midnight 30 April/00h00 1 May. This means that up until midnight on 28 April you can cancel but half of the total amount will still be payable to me; if cancelling after midnight on 28 April the full amount will be payable. Cancellations should be made by email to katisfaction@outlook.com