

Terms and Conditions

As of May 2026

1: Pricing

1.1 Standard visits are 15 minutes long and include feeding, cleaning of bowls/ mats and general feeding area. Cleaning litter trays and full changes as needed, fussing of your cat(s), daily updates and photos.

15 minute visit daily x 1 £15

15 minute visit daily x 2 £20

Extended stays 30 minutes long. Including as per the standard visits plus extra time for attention or medication administration

30 minute visit daily x 1 £20

30 minute visit daily x 2 £30

1.1 Additional charges will be applicable on bank holidays of £5 per visit

1.2 Additional charges for parking, tunnel fees etc will be charged accordingly.

1.3 In the event that supplies run short the client will be responsible for reimbursement of costs incurred for purchase of said supplies i.e food, litter.

2 Payment

2.1 Meow and Then Cat Sitting require payment for services in advance. This is required two weeks prior to services or immediately if booked within two weeks.

2.2 Invoices incurred for extra charges such as car parking or supplies (this list is not exhausted) are required to be paid within 7 days of the invoice otherwise interest maybe applicable.

3 Cancellation

3.1 Clients will be charged 50% of the booking total if cancelling within 48 hours of the booking being due to start. Clients who have paid in full will be offered a refund for the remainder or a credit on their account for future bookings.

3.2 Clients must use a credit within 12 months or forfeit the credit.

4 Working Hours

4.1 Working hours are between 06:00 – 10.00 then again between 18.00 – 22.00. At no point will a time be given for the visit to occur unless your cat is medicated within a certain time period. Meow and Then cat sitting reserve the right to work before or after these times to ensure all visits are carried out.

5 Liabilities

5.1 Meow and Then Cat Sitting will not be held responsible for Any damage created by the owner's cat(s) to their own property.

5.2 Meow and Then Cat Sitting will not be held liable for animals that are ill or pass away during care, However Meow and Then Cat Sitting will take the animal to the veterinarian for appropriate treatment.

5.3 Meow and Then Cat Sitting will remove any vomit or faeces but are not responsible for deep cleaning any areas affected.

5.4 The owner agrees to meet any veterinary charges directly with the veterinarian.

5.5 Meow and Then Cat Sitting are not responsible for cats that are allowed access outside or escape and do not return to the owners property. However, everything will be done to ensure a safe return.

5.6 Meow and Then Cat Sitting have the right to terminate cat care with immediate effect and without notice if they deem a customers behaviour to be intolerable and unjustified. This includes but is not exhaustive of shouting, sweating, threatening behaviour, abusive name calling, approaching a sitter outside of the boundaries of care visits unless they have met personally. Recording sitters during the visit with private cctv without prior notice. If an owner behaves in such a manner that justifies inappropriate behaviour they will be refunded for the services that remain outstanding and have been cancelled by Meow and Then Cat Sitting, and the owner will be responsible for finding a replacement sitter. Meow and Then Cat Sitting reserve the right to escalate to the relevant authorities if required.

5.7 Meow and Then Cat Sitting are not covered under their insurance to administer medication, however these can be administered on agreement with the owner and acceptance of these terms of business via the PSP system. It is the owners responsibility to update the account via the PSP portal with description, amounts and frequency of medication to be administered. The medication must be clearly labelled and preferably in the original packaging, in doing this they understand that this is at their own risk and Meow and Then Cat Sitting is not held responsible if illness, death or injury is caused by the administration of this medication.

5.8 Meow and Then Cat Sitting DO NOT run an every other day service. Bookings must be consecutive days with no gaps. In order to maintain the welfare of the cat(s) they must be seen at least once a day. Under no circumstances will this be negotiated. The health and well being of the cat(s) is our priority.

6: Client Responsibilities

6.1 Clients are responsible for providing all supplies I.E. food, litter and sundries. If enough has not been provided, then Meow and Then Cat Sitting will provide this, the client will be invoiced for these items and a surcharge may be applicable.

6.2 A key must be made available to Meow and Then Cat Sitting, clients must advise how they would like their key returned after services are completed. Keys are kept securely and if no contact made for return of key will be kept for 12 months and then disposed of. Keys do not have addresses labeled on them only names.

6.3 Clients must provide adequate washing facilities to be able to wash bowls and sitters hands during visits.

6.4 Parking permits must be supplied if required. This is to ensure no fines are incurred whilst carrying out visits. If fines are incurred and no permit is provided the client is liable to cover these costs.

6.5 Meow and Then Cat Sitting hold no responsibility for keys that are not tested before visits commence. If a locksmith is required the client is liable for all charges incurred for ill fitting keys or broken locks. If keys break whilst visits are occurring then charges for repair will be split 50/50 between the client and Meow and Then Cat Sitting.

6.6 Clients agree to Meow and Then Cat Sitting instructing a lock smith in the event of lost, damaged keys or locks or for any other reason that would prevent Meow and Then Cat Sitting from gaining access to your residence to continue looking after the health and well being of your cat(s).

6.7 Clients must disclose any surveillance or recording devices in or around the home. Whilst Meow and Then Cat Sitting have no objection to your own home security methods we do need to be made aware of such devices in line with the general data protection regulation requirements. Using the security cameras to monitor the services will be considered a privacy breach and will be dealt with in accordance of section 5.6 of these terms and conditions.

6.8 Clients are responsible for making sure Meow and Then Cat Sitting have a key before visiting commences. If the client requires a key to be collected a charge may be incurred to cover travel.

6.9 Clients are advised to make your Veterinary practice aware Meow and Then Cat Sitting will be looking after your cat(s) to give third party access in the event medical assistance is required.

6.10 Clients must advise Meow and Then Cat Sitting if your cat(s) has been unwell prior to the visits. This must be done in writing detailing illness and treatment received.

6.11 It is the clients responsibility to make sure all contact details and cat(s) details are up to date in the portal including booked visits. This information should be clear and accurate.

6.12 Please let us know in writing if you would prefer your cat(s) pictures not to appear on our social media pages.

7: Health and Safety

7.1 In the event of adverse weather conditions every effort will be made to ensure all visits go ahead as booked. However in the event this is not possible due to advice of the authorities then the health and safety of the sitter is always the priority of Meow and Then Cat Sitting. If visits have to be cut from the requested schedule then extra food and water will be left for the duration of the service (when weather is adverse) to ensure the wellbeing of the cat(s). This will only occur in accordance of public advice.

7.2 If at any time a cat appears to display aggressive behaviour, attempts to injure or attack the sitter, the owner may be informed and requested to make alternative arrangements. Meow and Then Cat Sitting reserve the right to withdraw services in the event of the sitter being injured by the cat(s) or if the cats behaviour makes it impossible for the services to continue.

8: Data Protection and Privacy Policy

8.1 Clients data held by Meow and Then Cat Sitting is securely stored and password protected. This information is not sold to third parties and only relevant information is kept. You the client have freely given the personal data held by Meow and Then Cat

Sitting for the purposes of contract whilst providing sitting services. Full details on our privacy policy can be provided on request.

8.2 Clients using the Meow and Then Cat Sitting booking system are in full control as to the data they provide the business.

9: Changes to Terms and Conditions

9.1 Meow and Then Cat Sitting reserve the right to change these terms of business without notice in accordance to business and clients needs.