



Dibbles Cat Sitting Terms and Conditions/Privacy policy.

ADDENDUM – Effective from 1ST JANUARY 2020

COVID-19 Policies and Procedures

It is imperative that we have procedures in place to minimise the potential for COVID-19 transmission.

Our services are provided in a manner that supports social distancing, including avoiding all unnecessary in-person contact with Clients, always maintaining a safe physical distance with humans, whilst also avoiding the potential transmission of the virus from both the pet's fur and any equipment.

Our disease prevention and control policy includes:

- Health checking of Clients before arrival.
- Regulating and minimising the movement and interactions between people, animals, and equipment.
- Practicing good hygiene always.
- Clear procedures for cleaning and disinfecting ourselves, our vehicles and equipment.

Cleaning and disinfection

- The Service Provider and Clients will use safe and effective detergents and disinfectants.
- When dealing with soiled bedding, towels etc.
 - Wear appropriate personal protective equipment before touching any soiled linen.
 - Never carry soiled linen against body; place soiled linen in a clearly labelled, leak-proof container (e.g. bag, bucket).
 - Wash and disinfect soiled linen: washing by machine with warm water (60-90°C) and laundry detergent, ideally using Defra recommended products.

Which disinfectant?

- We use a broad-spectrum of products. These are designed to kill bacteria, viruses and fungi and most are approved by the Department for the Environment, Food and Rural Affairs (DEFRA) e.g. Leucillin.
- We always check the product labels and manufacturers' instructions.
- Some disinfectants can be harmful to pets. For example, those based on phenolic compounds (which turn water cloudy) are especially hazardous to cats.

Social distancing, hygiene & handover protocols

- 'Continuation of trade should comply with social distancing precautions and hand washing guidance that have been set out as part of the coronavirus guidance.' (Defra)
- The Service Provider will consider each individual situation and how to safeguard the Client we are assisting.
- The Service Provider will minimise the use of touching other unnecessary items, such as keys, phones etc, during the duration of any service where possible. If items are touched, they will be cleaned at the end of the service.
- If required when the Service Provider enters the Client's home and the Client is present, the Service Provider will wear face masks.
- The Service Provider will wash their hands for 20 seconds using soap and water before leaving their own homes and on return, and before and after every interaction.
 - When it is not possible to wash our hands, we will use hand sanitiser provided by either the Client or the Service Provider.
- The Service Provider will wear disposable gloves where we feel necessary for the duration of any contact/service and dispose of them after use.

Keeping up to date

COVID-19 medical and scientific understanding is ever evolving. It is important to keep up to date. We will monitor and amend our policies and procedures as required based on information provided by:

- Government and Local Authority Websites
- Health and Safety Executive Website – [hse.gov.uk](https://www.hse.gov.uk)
- Canine and Feline Sector Group – [cfsg.co.uk](https://www.cfsg.co.uk)

It is especially important to protect ourselves and others.

We will consider each individual situation on its merits.

General

Booking

For new clients an in-home meet and greet is required, prior to reservations. During this the 'client/house information and veterinary release forms ' can be completed so that Dibbles Cat Sitting has all the information required to look after your pet.

All bookings must be made at least 24 hours before service start date.

Cancellations

Cancellations are dealt with in the following way:

- Notified to us 14 days prior to the start, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- Notified cancellations between 14 days and 48 hours before the start date of the booking, will require 50% payment for services.
- All bookings cancelled within 48 hours of commencement will be payable in full.

Changes to bookings

If you need to make a change to a booking, we will try to accommodate subject to other bookings.

Payment

We accept cash/cheque/bank transfer. All details are provided on our invoice. We also accept PayPal.

A 25% non-refundable deposit of the total sum due is payable to Dibbles Cat Sitting at the time of booking. The remaining balance is due on return.

Where payment is not received, we reserve the right not to proceed with any previously agreed arrangements.

Where services are required long term, payment may be made on a monthly basis.

Changes to return date

We carefully schedule our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.

Please inform us immediately if you are delayed on your return.

Privacy Policy

All data about you is treated as strictly confidential and is held in accordance with the General Data Protection Regulations (GDPR).

- The completed 'client information sheet' is retained in hard copy in a secure filing cabinet and is used by Dibbles Cat Sitting only to provide the care for your pets as specified by you on that sheet. This is the only source of your data that we use unless you provide new information to replace any or all of it.
- Should you no longer wish to use our service, your details held in our records will be destroyed. Similarly, a sheet that has not been used after a period of 24 months since previously used will be destroyed.
- Your contact details (name, address, phone number, email address) will additionally be stored in an electronic contact book. The details will be used (the method of contact being initially agreed on the information form)

- to confirm / arrange future bookings or arrangements (email/text/WhatsApp as agreed)
- to send invoices in respect of bookings (email)
- to update you on your pets whilst you are away (email/text/WhatsApp as agreed)
- Please let us know at any time should you wish that method to be changed or if you subsequently want your details removing from this.
- Your personal information will not be shared with other persons or organisations. However, if there is an emergency whereby Dibbles Cat Sitting is suddenly unable to care for your pet whilst you are away, a process is in place whereby care can be arranged to ensure the safety of your pet.

Emergency Contact details

Sometimes emergencies occur, either regarding a pet, or with regard to your house. Please ensure you provide your contact details and those of an emergency contact on the 'client information sheet'.

If the emergency contact (or you) is not available we reserve the right to consult with your registered veterinary surgeon and then make a decision which is in the best interests of the animal as per your veterinary release form.

Updates

If you have previously used our service, please let us know of any changes. For example your contact numbers, your pet's care needs, emergency contact details and other pertinent information.

Insurance

We have valid pet sitting, and public liability insurance. The insurance only covers us for the duration of the agreed service.

Liability

We shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of it's obligations in relation to the services, if the delay or failure was due to any cause beyond our reasonable control.

Business Hours

Our normal business hours are

- 7am – 8pm (Weekdays)
- 7am – 6pm (Weekends)

Any services that you require to be undertaken outside of these times will be charged at the bank holiday rate (twice the normal rate).

House matters

Home Security

Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours. We cannot accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.

It is understood that you will notify anyone with access to the home that the services of Dibbles Cat Sitting have been engaged.

We will not open or close any windows during our visits so please ensure all windows are locked and secure before you leave.

It is your responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

Keys

All keys when not in use will be kept in a locked fireproof safe. Your keys will not be marked with your details but will be identified by your unique booking reference.

We will return your keys within 3 days to you following your return/cessation of service unless you specify otherwise.

Household Emergencies

Please let us know of the utility shut-off points in your house.

In the event of a household emergency, we will do the following. We will try to contact you but if we cannot do this, we will make arrangements with your emergency contact.

Food, Litter & Cleaning Supplies

Please ensure that you provide adequate items during your absence e.g. pet food, litter, cleaning supplies. Should it be necessary to purchase additional items, we will purchase them and retain a receipt. Any outstanding costs will need to be reimbursed by you on your return.

Medication/Vaccinations/Immunisations

We will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.

Under no circumstances will we look after any pet that has any form of active contagious illness.

If we are bitten or exposed to any disease or ailment received from a pet(s) which has not been properly or currently vaccinated, you will be responsible for all costs and damages that may be incurred as a result.

Fences and cat flaps

If cats are kept indoors whilst in our care we can ensure their health and safety. Should you wish for your cat to have free access via a cat flap we cannot be held liable for any disappearance, injuries or death, cat flap disclaimer form must be signed.

House Cleanliness

We will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies.

We are not responsible for carpet/ flooring stains created by your pet(s).