Cosy Cats – Terms & Conditions

Last updated: October 2026

Please take a moment to read these Terms & Conditions before booking with Cosy Cats.

1. Booking Deposit

A £10 deposit is required to secure your booking.

The deposit is non-refundable. However, Cosy Cats reserves the right to use professional judgement when considering refunds in exceptional circumstances, including genuine emergencies or personal circumstances.

2. Payment

The remaining balance is due within 3 days of your final visit.

Bank transfer is preferred.

A payment reminder or invoice will be sent following your booking where appropriate.

A £5 discount is available on a returning customer's second booking only. This discount does not apply to subsequent bookings.

3. Cancellations

Please provide as much notice as possible if you need to cancel or change a booking.

The £10 booking deposit remains non-refundable.

Where possible, Cosy Cats will try to accommodate changes to bookings and reallocate visits.

4. Meet & Greet

A free meet & greet is always offered before a booking and will be arranged at a mutually agreeable time.

You are welcome to hand over keys or discuss and test access arrangements during the meet & greet.

For short-notice bookings, it may not always be possible to arrange a meet & greet beforehand. In these circumstances, video instructions may be used to go through access arrangements, your cat's routine and any other important information.

5. Visit Times

Morning visits are generally between 7:30–10:00am and evening visits between 4:00–6:00pm.

I will always try to accommodate specific times where possible, but any specific time requirement must be agreed with Cosy Cats in advance.

6. Access to Your Home

Clients must ensure reliable access to the property and provide clear, tested entry and alarm instructions. Key handover at the meet & greet is preferred. If keys cannot be provided, I cannot guarantee I'll be able to arrange a separate collection before your booking begins, particularly for properties further afield. You're welcome to drop keys to me or arrange secure access via a lock box or key safe.

Please inform Cosy Cats in advance if anyone else will be visiting or staying at the property during the booking.

7. Cameras and Recording Equipment

I completely understand that cameras can be useful for keeping an eye on your cats. I simply ask that you let me know about any cameras or recording devices before my first visit, including where they are located and whether they record audio or video. I think it's important to know in advance if I may be filmed or recorded while working in your home.

Cameras must not be hidden or placed in private areas, such as bathrooms. Thank you for understanding and respecting my privacy while I'm caring for your cats.

8. Your Cat's Health and Veterinary Care

Please provide the name and contact details of the veterinary practice your cat is registered with, along with any relevant medical information.

You must also let Cosy Cats know where your cat's carrier is kept and ensure it is easily accessible in case your cat needs to be transported.

If your cat becomes unwell or is injured while in my care, I will contact you or your nominated emergency contact as soon as reasonably possible.

If urgent veterinary treatment is required and you cannot be contacted, you authorise Cosy Cats to seek appropriate veterinary assistance on your behalf.

Any veterinary costs remain the responsibility of the owner.

9. Emergency Contact

An emergency contact or alternative method of contacting you is preferred in case you are unavailable during your booking.

Please provide the contact details of someone who can be reached if we are unable to contact you about your cat or an emergency at your home.

10. Your Home

I will treat your home with care and respect and will endeavour to leave it as I found it.

As part of a normal cat-sitting visit, I am happy to carry out reasonable additional tasks.

Please discuss any additional requests before your booking.

Cosy Cats is not responsible for pre-existing damage, faults or issues within the property.

11. Cat Behaviour and Safety

Please let Cosy Cats know before the first visit about any known medical condition, behavioural issue or physical behaviour that could pose a risk of harm to your cat, another animal or myself.

This includes anything that may affect how safely I can enter the home, handle your cat or provide their care.

Every cat is different, and I will always aim to work with your cat's individual personality and comfort level.

12. Outdoor Access

You must clearly state whether your cat is allowed outside during the booking.

If outdoor access is permitted, please provide clear instructions about when and how your cat should be allowed outside, including any specific doors, cat flaps or access arrangements.

If your cat is not allowed outside, this must also be clearly communicated before the first visit.

14. Additional Charges

An additional £3 per visit may apply where:

- The booking is outside Cosy Cats' usual service area and requires additional travel.
- The visit falls on a bank holiday or public holiday, including Christmas Day, Boxing Day, New Year's Day and other applicable dates.

Any additional charges will always be explained and agreed before the booking is confirmed.

16. Photos and Social Media

Cosy Cats regularly takes photographs of cats during visits and may use photographs of your cat for Cosy Cats' social media, website and promotional materials.

You will not be asked for permission each time a photograph is taken or used. If you do not want photographs of your cat to be used, please let Cosy Cats know before your first visit.

Cosy Cats will not share or use your name, address, location, contact details or other personal information in connection with photographs or promotional content.

17. Agreement

By paying the £10 booking deposit, you confirm that:

- The information provided about your cat is accurate.
- Any relevant medical, behavioural or safety information has been provided.
- Suitable access to your home has been arranged.
- Access requirements, preferences and key arrangements have been clearly explained.
- Any cameras or recording equipment have been disclosed.
- The details of your cat's registered vet and the location of their carrier have been provided.
- You have clearly stated whether your cat is allowed outside and provided any relevant outdoor access instructions.
- You have read, understood and agreed to these Terms & Conditions.

Thank you for trusting Cosy Cats with your cats and your home. I will always do my best to provide thoughtful, reliable and genuinely cat-focused care.