

Mewvellous Cat Care – Terms and Conditions

Last Updated: January 2026

These Terms and Conditions govern the provision of services by **Mewvellous Cat Care** (“the Provider”, “I”, “me”, “my”) to the client (“you”, “the Client”). By booking or using my services, you agree to be bound by these Terms and Conditions.

1. Services

Mewvellous Cat Care provides professional in-home pet care services, including but not limited to:

- Cat sitting (once or twice daily visits)
- Overnight stays
- Half-day and full-day care
- Medication administration
- In-home injections (excluding vaccines)
- Wound care and subcutaneous fluids

Services are provided exclusively for cats unless otherwise agreed in writing.

2. Service Area

- The **core service area** is **Kew, West London**.
 - Services outside the core area may be offered at my discretion and may be subject to additional travel or time-related charges.
 - Any applicable surcharges will be quoted in advance and must be agreed prior to confirmation.
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3. Booking Procedure

3.1 All clients must complete the relevant registration or booking form.

3.2 All bookings are subject to availability and confirmation by the Provider.

3.3 Once dates and services are confirmed, the booking will be **provisionally held for 48 hours pending payment**.

3.4 Upon receipt of full payment, the booking shall be deemed confirmed and shall be subject to the cancellation and changes provisions set forth in the “Cancellation & Changes” section below.

3.5 If payment is not received within this 48-hour period, the Provider reserves the right to release the dates without further notice.

4. Payment Terms

4.1 **Full payment is required at least 7 days before the booking start date.**

4.2 For bookings made less than 7 days in advance, full payment is required immediately.

4.3 For bookings made weeks or months in advance, payment must still be made within **48 hours of booking confirmation** to secure the dates.

4.4 The Provider reserves the right to apply a **10% short-notice surcharge** to bookings made less than 7 days before the booking start date.

4.5 Payment is accepted via bank transfer only:

- **Bank:** Barclays
- **Account Number:** 60825034
- **Sort Code:** 20-26-78

4.6 A booking is not considered confirmed until payment has been received in full.

5. Meet & Greet, Key Collection and Access

5.1 Meet & greet and key collection may be complimentary for long-standing clients at the Provider's discretion.

5.2 For newer clients, meet & greet and/or key collection may be chargeable.

5.3 Where a meet & greet and key collection take place during the same visit, this will be treated as a single appointment.

5.4 Any additional visits required solely for key collection or return may be charged as a standard visit.

6. Cancellations and Changes

6.1 Cancellations made **more than 7 days before** the booking start date are eligible for:

- a full refund, or
- rescheduling (subject to availability), at the Provider's discretion.

6.2 Cancellations made **within 7 days** of the booking start date are **non-refundable**.

6.3 Rescheduling within 7 days may be offered at the Provider's discretion but is not

guaranteed.

6.4 Exceptional circumstances may be considered on a case-by-case basis but do not create an obligation to refund.

7. Early Return

If the Client returns home earlier than the agreed booking period, **no refund will be issued** for any unused visits or days. This is because the time has been reserved exclusively for the Client and cannot be reallocated at short notice.

8. Client Responsibilities

The Client agrees to:

- Provide accurate and complete information regarding their cat's health, behaviour, and care requirements.
- Ensure sufficient supplies (food, medication, litter, etc.) are available for the duration of the booking.
- Inform the Provider immediately of any changes to the cat's health, behaviour, or care needs.

Failure to disclose relevant information may result in termination of services without refund.

9. Health, Welfare and Safety

9.1 The welfare of the cat(s) is the Provider's priority at all times.

9.2 Medical care is administered in accordance with veterinary guidance and professional judgment.

9.3 The Provider reserves the right to suspend or terminate services if a cat's behaviour presents a risk to personal safety or if undisclosed medical or behavioural issues arise.

10. Liability

10.1 The Provider will take all reasonable care while providing services.

10.2 Mewvellous Cat Care shall not be liable for illness, injury, loss, or death of a cat unless caused by proven gross negligence.

10.3 The Provider is not responsible for the actions of third parties, including but not limited to neighbours, landlords, or veterinary practices.

11. Privacy

Personal information provided by the Client will be used solely for the purpose of delivering services and managing bookings, in accordance with applicable data protection laws. Please refer to the Privacy Policy for further details.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

13. Contact Information

Mewvellous Cat Care

Email: carmen@mewvellous.com

Phone / WhatsApp: 07367 575275
