

The Cat Companion (TCC) – Cat Visiting Services

Terms and Conditions

May 2021

The following Terms and Conditions apply to cat visiting and other home services provided in your home by The Cat Companion (ABN 78 863 718 733).

General Terms and Conditions

1. TCC StayCATion Package Including Cat and Home Care (*refer to Fee Schedule 1*)

1.1. Cat Care:

- Feeding of your cat;
- Regular cleaning of cat food and water bowls and litter tray;
- Regular updates via SMS text message including photos of your cat;
- Basic grooming, i.e., brushing of your cat if requested;
- Play and interaction with your cat during each visit; and
- Administering of flea treatment and/or oral medication as instructed by the client (if applicable).

1.2. Home Care:

- Basic cleaning of main living areas which may include vacuuming and wiping down of surfaces occupied by your cat. Cleaning will be completed during the last visit to the home by TCC;
- Watering of indoor and/or outdoor household plants; this does not include the operation of a garden reticulation and/or portable sprinkler system;
- Retrieval of mail and newspapers from mailbox on site of the client's home; and
- Placement and collection of council household garbage and recycling bins.

2. Additional TCC Services (*refer to Fee Schedule 2*)

2.1. Additional services not included in the TCC StayCATion Package:

- Small fish care;
- Small bird care;
- General visit to the veterinarian (non-emergency);
- Collection of items from Australia Post outlets; and
- Basic shopping for food and drink items.

2.2. Small fish care includes the feeding of fish that live in filtered and non-filtered aquariums and bowls/tanks only. It does not include cleaning of tanks/filters or feeding of fish in ponds.

2.3. Small bird care includes the feeding and cleaning of caged birds that live within the client's home. Small bird care does not extend to poultry.

- 2.4. General veterinarian visits (non-emergency) include the transportation of your pet to and from the location of the veterinarian practice.
- 2.5. The basic shopping service does not include the cost of the purchased items.

3. Pet Care Materials and Equipment

- 3.1. All needs for the duration of TCC's visits are to be provided by the client. This means that all food, litter, cleaning, grooming and flea/medication products and equipment are not provided by TCC. Sufficient quantities of pet stock must be available and easily located within the home for the duration of the client's time away.
- 3.2. If food, litter or medicine is exhausted and needs to be purchased by TCC, the cost of the purchased items and a shopping fee of \$60 will be invoiced for payment by the client. TCC will endeavour to make reasonable attempts to contact the client to advise of the required purchases prior further costs being incurred.

4. TCC Visiting Schedule

- 4.1 Each visit by TCC is a minimum of 30 minutes in duration.
- 4.2 Preference of timing of visits may be subject to change.

5. Cat Care and Safety

- 5.1. To ensure the safety of your cat, TCC recommendation is for them to remain inside the home at all times.
- 5.2. TCC will endeavour to keep your cat within the areas of your home, as agreed.
- 5.3. TCC is not liable for any injury or accident that your cat may suffer as a consequence of having outdoor access and not remaining inside the home during the agreed service period as recommended by TCC.

6. Cat Health

- 6.1. Where your cat requires medication for a managed medical condition or a special/restricted diet, detailed instructions must be provided by the client to the TCC at the initial consultation.
- 6.2. If your cat becomes ill, loses its appetite, is injured or requires veterinary care 72 hours prior to the commencement of the agreed service period, the client must inform TCC.

7. Cat Vaccination

- 7.1. It is expected that your cat is up-to-date with vaccinations prior to the commencement of the agreed service period.
- 7.2. Whilst every effort will be made by TCC to follow hygiene protocol between visits, if your cat becomes ill due to not being up-to-date with vaccinations as recommended, TCC accepts no responsibility.

8. Cat Medication

- 8.1. Where medication is required to be administered to your cat, the TCC will administer as per the detailed instructions provided at the initial consultation.
- 8.2. Where your cat causes injury to TCC whilst administering medication or if medication cannot be administered after reasonable attempts, it may be deemed necessary for TCC to cease administering medication for the remainder of the agreed service period.

- 8.3. Where the situation detailed above arises, TCC will make reasonable attempts to contact the client or the emergency contact to discuss and agree next steps. If the client/emergency contact cannot be reached, it may be deemed necessary for TCC to transfer the care of your cat to the veterinarian; all associated fees and charges incurred as a result of the transfer in care are the responsibility of the client. Where your cat ceases to receive medication, TCC cannot be held responsible for the impact to its health.

9. Veterinary Release Form

- 9.1. A Veterinary Release Form must be completed and signed by the client at the initial consultation or prior to the commencement of the TCC agreed service period.
- 9.2. TCC recommends that the client provides payment method details to the veterinarian prior to the commencement of the TCC agreed service period.

10. Emergency Pet Care (Cat and Bird)

- 10.1. Where your pet becomes ill or injured and requires emergency veterinarian treatment, TCC will transport your pet bird to the veterinarian practice detailed in the Veterinarian Release Form or if after hours, to the veterinarian hospital/clinic located closest to the client's home; an additional transportation charge will be applied.
- 10.2. TCC will contact the client/emergency contact to notify them of the emergency as soon as practicable.
- 10.3. Where TCC is required to wait in an emergency veterinarian situation, an additional waiting service charge of \$15 will be applied every 15 minutes and invoiced to the client.

11. Home Security Systems

- 11.1. Keys, alarm codes and key fobs necessary to access your home are to be provided in working order to TCC who will store them securely.
- 11.2. In situations where access to the home is not possible due to a faulty security system, the provision of incorrect security codes, faulty or non-functioning alarm fobs or unconsulted home security system providers, TCC will endeavour to contact the client/emergency contact by phone to resolve.
- 11.3. Where access to the home is not possible due to situations as detailed above and the client/emergency contact is unable to be contacted, TCC may procure alternate home security providers to resolve; all associated costs to be reimbursed by the client to TCC on their return.
- 11.4. If your security system is a monitored system, it is recommended that the home security system provider is advised of TCC's access to the home during the agreed service period.

12. Key/Key Fob Management, Collection and Delivery

- 12.1. Where the client provides keys/key fob to TCC outside the initial consultation, a collection fee of \$15 will apply.
- 12.2. Where the client requests for keys/key fob to be returned to the home by TCC, a delivery fee of \$15 may apply depending on location.
- 12.3. If requested by the client, keys/key fob can be retained by TCC for future bookings.

13. Parking and Access

13.1. Access to free car parking for TCC will be required on, or close to the client's property.

Where free car parking is not readily available and TCC is required to pay street parking or station parking fees these costs will be invoiced to the client on their return.

14. Household Emergencies

14.1. Where TCC is required to attend a household emergency situation, e.g., break-in and issues relating to power/plumbing, security system, flooding, fire, an emergency attendance service charge of \$15 will be applied every 15 minutes and invoiced to the client on their return.

14.2. TCC will contact the client/emergency contact to notify them of the emergency as soon as practicable.

15. Third Party Access to Client's Home

15.1. Where the client provides permission for any third parties, e.g., cleaning services, tradespeople, relatives and friends to access the property during the agreed service period, TCC is not liable and accepts no responsibility for any injury and/or damage to pets and the home, its contents and the spaces within the boundaries of the property.

16. Household Mail and Council Garbage and Recycling Bins

16.1. Instructions relating to garbage and recycling bin services and scheduled collection days will be provided at the initial consultation.

16.2. Retrieval of mail and newspapers from the client's mailbox will occur during scheduled visits by TCC.

17. TCC Bookings and Payment

17.1. Bookings by the client must be communicated to TCC via phone or email.

17.2. Payment is required as per the client's invoice.

17.3. Electronic Funds Transfer details will be provided to the client by TCC for invoice payment.

17.4. A 50% deposit is required from the client to TCC to secure the booking. Upon receipt of the deposit TCC will provide a booking confirmation. The remainder of the balance is to be paid 7 days before the agreed service period commences.

17.5. Additional charges incurred by TCC during the agreed service period will be invoiced to the client for payment on their return.

17.6. Other payment methods may be discussed with TCC.

17.7. The client will be taken to have accepted these Terms and Conditions if they order, accept or pay for any services provided by TCC after receiving or becoming aware of these terms.

18. Cancellations and Refunds

18.1. TCC reserves the right to cancel a booking before the commencement of the agreed service period without notice. TCC will take all reasonable steps to notify the client of a cancellation as soon as practicable.

18.2. If TCC needs to cancel a booking for any reason during the agreed service period, the client/emergency contact will be notified in order for alternate arrangements to be made. A refund of the outstanding service period will be provided by TCC within 30 days.

- 18.3. Cancellation of a booking by the client must be communicated to TCC via phone, SMS text message or email.
- 18.4. Where an agreed service period has commenced and the client cancels TCC for the remainder of the agreed service period, no refund will be provided.
- 18.5. Where the client cancels a booking before the commencement of the agreed service period, the refund schedule detailed in Fee Schedule 5 is applicable.
- 18.6. Where a client is entitled to receive a refund, TCC will request EFT details and credit the amount within 30 days.

19. The Cat Companion Website and Social Media

- 19.1. The client authorises and grants permission for TCC to take photographs and video images of interactions with their cats(s) and pets during the agreed service period.
- 19.2. The client grants permission to publish photographs and video images of their cat(s) and other pets on The Cat Companion website and across social media including Facebook, Instagram, Pinterest, Twitter and similar social media platforms.
- 19.3. The client allows TCC to edit, alter, copy or distribute the photographs and video images for use in social media advertising, branding, marketing and other digital promotions.
- 19.4. The client agrees that the photographs and video images belong to TCC.
- 19.5. The client understands that they will not receive any monetary compensation.
- 19.6. TCC will endeavour to take all reasonable steps to ensure that published photographs and video images do not compromise the location and security of the client's home.

20. Fee Schedules

Fee Schedule 1	
TCC StayCATION Package Including Cat and Home Care	
Included Items	Fees
<ul style="list-style-type: none"> Initial consultation prior to commencement of service period Feeding of your cat Regular cleaning of cat food and water bowls and litter tray Regular updates via SMS text message including photos of your cat Basic grooming, i.e., brushing of your cat if requested Play and interaction with your cat during each visit Administering of flea treatment and/or oral medication (if applicable) Basic cleaning of main living areas Watering of indoor and/or outdoor household plants Retrieval of mail and newspapers from mailbox on site of home Placement and collection of council household garbage and recycling bins 	1 visit per day: \$30 for 1 cat \$35 for 2 cats
	2 visits per day: \$55 for 1 cat \$65 for 2 cats
	Additional cats and visits: \$5 for each additional cat per visit

Fee Schedule 2	
Additional TCC Services	
Services	Fees
<ul style="list-style-type: none"> Small fish care (in conjunction with TCC StayCATion Package) Small bird care (in conjunction with TCC StayCATion Package) Small fish care only Small bird care only General pet visit to the veterinarian (non-emergency) Collection of parcels from Australian Post Office outlets Basic food and drink shopping service Home key/fob collection (outside initial consultation) 	<ul style="list-style-type: none"> \$5 per visit \$10 per visit \$20 per visit \$25 per visit \$60 per visit \$60 per visit \$60 per visit \$15

Fee Schedule 3	
Additional Charges	
Charge Item	Fees
<ul style="list-style-type: none"> Shopping for exhausted pet supplies Emergency vet pet transportation Emergency vet waiting service Emergency household attendance service 	<ul style="list-style-type: none"> \$60 per visit \$60 \$15 per 15 mins \$15 per 15 mins

Fee Schedule 4	
Where TCC bookings occur during the days detailed below, a surcharge will be applied	
Day	Surcharge Fees
<ul style="list-style-type: none"> WA public holidays (New Year's Day, Australia Day, Good Friday, Easter Sunday, Easter Monday, ANZAC Day, Western Australia Day, Queen's Birthday, Christmas Day, Boxing Day) All days falling between Christmas Day and New Year's Day, inclusive All days falling between Good Friday and Easter Monday, inclusive 	<ul style="list-style-type: none"> \$10 per visit \$10 per visit \$10 per visit

Fee Schedule 5	
Cancellations and Refunds	
Cancellation Notice Period	Refund Schedule
<ul style="list-style-type: none">◦ 14 days or less◦ 15 – 30 days◦ Over 30 days	<ul style="list-style-type: none">◦ TCC retains 100% of paid deposit◦ TCC retains 50% of paid deposit◦ Full refund of paid deposit to client