



WHISKERS, TAILS & SCALES

Client Care Agreement

This agreement sets out the terms under which Whiskers, Tails & Scales provides in-home pet care and household guardianship services.

1. Service Provided

Whiskers, Tails & Scales provides in-home care for cats and small pets, alongside light household guardianship, while clients are away from their property.

Services are provided in accordance with:

- The agreed booking details
- The Client Intake Form
- The Whiskers, Tails & Scales operating principles



2. Animals Covered

Care is provided for:

- Cats (indoor, outdoor, or mixed access)
- Small rodents
- Fish
- Reptiles and amphibians (with full written instructions)

Dogs are not accepted, as they require a different level of care and exercise than in-home visits provide.

3. Working Hours

Services are provided between **09:00 and 21:00** only.

- Visits outside these hours are not offered
- No overnight services are provided

Clients acknowledge and accept these boundaries.



4. Meet & Greet Requirement

A meet & greet is required before the first booking.

The meet & greet allows:

- Confirmation of care routines
- Assessment of suitability
- Agreement of access and security arrangements

Whiskers, Tails & Scales reserves the right to decline services following the meet & greet.

5. Client Responsibilities

Clients agree to:

- Provide accurate and complete information via the Client Intake Form
- Disclose any behavioural issues, including biting or defensive behaviour
- Provide clear feeding, medication, and care instructions
- Ensure safe access to the property
- Confirm that home insurance permits authorised third-party access

Failure to disclose relevant information may affect the service provided.



6. Outdoor Cats

Clients acknowledge that:

- Outdoor cats may not be present during a visit
 - Return of outdoor cats cannot be guaranteed
 - Care will be provided in line with agreed routines regardless
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7. Handling & Safety

Handling of pets will:

- Follow agreed instructions
- Respect the pet's temperament
- Prioritise safety

Whiskers, Tails & Scales may modify handling practices or decline tasks if safety cannot be reasonably assured.

8. Exercise & Enrichment

Care is provided via in-home visits only.

- High-exertion exercise is not provided
- Enrichment or out-of-enclosure activity must be agreed in advance



9. Nocturnal Animals

Care for nocturnal pets is provided only where requirements can be met between **09:00 and 21:00**.

Visits after 21:00 are not available.

10. Household Guardian Role

Where agreed, Whiskers, Tails & Scales may carry out light household tasks to help maintain a “lived-in” appearance, including bins, lights, and post handling.

Only tasks explicitly agreed by the client will be undertaken.

11. Keys, Access & Security

- Keys are securely coded and never labelled with identifying information
- Keys are stored securely and carried only when required

In the unlikely event of key loss, the client will be notified promptly.

12. Insurance & Liability

Clients confirm that their home insurance allows authorised access during their absence or that they have notified their insurer accordingly.

Whiskers, Tails & Scales is not responsible for insurance implications arising from failure to notify insurers.



13. Emergency & Veterinary Care

If a pet requires urgent veterinary care and the client cannot be contacted, Whiskers, Tails & Scales is authorised to seek treatment via the nominated vet or nearest appropriate provider.

Veterinary costs remain the responsibility of the client.

14. Pet Photos

Photos may be taken for private updates.

Use of photos for testimonials or recommendations requires explicit consent and will never include identifying household details.

15. Pet Reassurance Camera Add-On (Optional)

Where a client uses a reassurance camera:

- Cameras are for reassurance only
- Whiskers, Tails & Scales does not monitor cameras
- Cameras must not record or stream during visits unless explicitly agreed
- Audio recording is not permitted

The business reserves the right to withdraw this option if boundaries are not respected.



16. Pricing & Payment

Pricing is agreed in advance of each booking.

- Add-ons and premiums are clearly defined
 - Complimentary services are time- and capacity-limited
 - Free care does not create an ongoing entitlement
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17. Founding Recommendation Period (If Applicable)

Where complimentary care is offered:

- It is discretionary and limited
 - All normal service boundaries apply
 - Clients may be invited (but are not obliged) to provide feedback or a recommendation
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18. Right to Decline or Withdraw Service

Whiskers, Tails & Scales reserves the right to:

- Decline services where requirements fall outside scope
- Withdraw services if safety, access, or boundaries are compromised



19. Acceptance

By signing below, the client confirms that:

- They have read and understood this agreement
- Information provided is accurate
- Whiskers, Tails & Scales is authorised to provide in-home care and household guardianship in accordance with this agreement

Liability

- While every reasonable care is taken during each visit, Whiskers, Tails & Scales cannot be held responsible for illness, injury, escape, loss, or damage resulting from pre-existing conditions, natural causes, or circumstances beyond our control, provided care has been carried out in line with the agreed instructions.
- Clients are responsible for ensuring their home, enclosures, and equipment are safe and suitable for the care being provided.

Client Name (print): _____

Signature: _____

Date: _____