

Kitty & Kompany – Full Terms & Conditions

1. About Us

These Terms & Conditions apply to all services provided by Kitty & Kompany, a sole trader operating in the Isle of Man. By booking any service, the client agrees to be bound by these Terms & Conditions.

2. Services

Kitty & Kompany provides dog walking, cat feed clean and play visits, pet companion visits, overnight pet sitting, mobile cat and dog nail clipping, pet taxi services, and pet food collection services.

3. Bookings & Acceptance

All bookings are subject to availability and confirmation. Kitty & Kompany reserves the right to refuse, suspend, or terminate services if a pet's behaviour, health, or environment is unsafe or unsuitable.

4. Payments

Payment terms are confirmed at booking. Payment must be made in full by the agreed due date. Late or unpaid invoices may result in cancellation of services.

5. Cancellations & No-Shows

Reasonable notice is required for cancellations. Late cancellations or no-shows may be charged in full. Kitty & Kompany may cancel services due to illness, emergency, severe weather, or circumstances beyond our control.

6. Access & Keys

The client is responsible for providing safe and secure access to the property. Kitty & Kompany is not responsible for faulty locks, alarms, or keys that do not work.

7. Pet Health & Disclosure

The client confirms all pets are in good health unless otherwise disclosed. All medical, behavioural, or dietary needs must be declared in advance.

8. Veterinary Care & Emergencies

Kitty & Kompany is authorised to seek veterinary treatment if the client cannot be contacted. All veterinary costs are the responsibility of the client.

9. Medication

Medication will only be administered with clear written instructions. Kitty & Kompany is not liable for complications arising from incomplete or inaccurate information.

10. Behaviour & Aggression

Any history of aggression or behavioural issues must be disclosed. Services may be refused or discontinued if a pet poses a risk.

11. Dog Walking

All dogs are walked on a lead at all times. Kitty & Kompany does not provide off-lead walking under any circumstances.

12. Overnight Pet Sitting

Overnight sitting covers agreed hours only and does not include 24-hour supervision unless explicitly stated.

13. Mobile Nail Clipping

Nail clipping is carried out with care, but animals may react unpredictably. Services may stop if an animal becomes distressed or unsafe.

14. Pet Taxi Service

Pets must be fit for transport and safely secured. Kitty & Kompany is not responsible for delays beyond our control.

15. Pet Food Collection

Product availability is not guaranteed. Any costs incurred on behalf of the client will be charged accordingly.

16. Liability

Reasonable care is taken at all times; however, pets are cared for at the owner's risk. Kitty & Kompany is not liable unless negligence is proven.

17. Insurance

Kitty & Kompany holds appropriate pet care insurance. This does not remove the client's responsibility.

18. Data Protection (GDPR)

Client information is stored securely and used solely to provide pet care services. Data will not be shared except where required for veterinary or legal reasons.

19. Force Majeure

Kitty & Kompany is not liable for failure or delay due to events beyond reasonable control.

20. Acceptance

By booking services or accepting online, the client confirms agreement to these Terms & Conditions.