



GENERAL CONDITIONS FOR HOME-BASED PET CARE

INTRODUCTION

Klubkitten is a company that offers services for cats (home care).

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The company is governed by the status of auto-entreprise.

APE : 9609Z

Art. 293B of the CGI VAT not applicable

SIRET number: 88503279700015

The following articles aim at protecting your cat and present you the general conditions which govern the activities of Klubkitten, whose main function is to visit cats at the client's home and to take care of them during his or her absence. Klubkitten commits itself to provide a quality service which privileges the well-being, the health, the hygiene and the safety of the cat.

A contract is established and specifies the requested services, the rules as well as the particular conditions related to the said services. The client must sign it after having read and accepted the general provisions.

RESERVATION

The full payment of the service must be made to validate your reservation. The reservation will only be considered final after the client has returned the signed contract for approval; this will then act as the service contract.

"MEET & GREET" PRE-VISIT

Every first service is subject to a "Meet & Greet" pre-visit. This visit, which is essential, consists in creating a bond of trust with you and your cat and in taking note of the needs and instructions necessary for the smooth running of the care. If an agreement is reached between the two parties:

- An information sheet of the cat and the instructions will be established during the visit.
- A service contract will be drawn up and signed.

The first pre-visit is free of charge in the service area in Paris.

The handover of the keys will be free of charge if this takes place during the pre-visit. If another appointment has to be arranged before the service date, or for any pre-visit after the first service, a travel fee of 10 Euro will be charged.

RATES AND PAYMENT

The full amount of the service must be paid when the contract is signed.

Payment for the service can be made either in cash or by credit card in person, or by bank transfer provided that the transaction shall be processed at least 5 business days prior to the first day of the service. Credit card payment will be subject to a 3% surcharge of the full amount of the service as the transaction fee. Each payment will result in a paid invoice/receipt sent by either e-mail or SMS.

Klubkitten reserves the right to modify its prices at any time without prior notice, being understood that the price displayed at the time of the order will be the one applied to the client. All current prices can be seen on the website <https://klubkitten.com/service>.

CANCELLATION AND MODIFICATION

Once the contract has been agreed and signed, the client may cancel the booking as follows:

- Before the start date of the session, a fixed amount of 30 Euro will be charged.
- After the start of the session, the full amount of the next working day's service will be charged.

Any refund caused by cancellation or modification of the contract will be processed as credit for future services. Proof of credit may be sent to the client upon request.

In case of extension of the duration of the services, the client shall inform Klubkitten to establish the additional request. Once the modified duration has been established, the total amount of the additional service will be invoiced according to the price list available on the Klubkitten website.

Any cancellation or modification must be made solely by e-mail to Klubkitten.

PROVISION OF SERVICES

The proposed services consist of:

- The first pre-visit to get to know you and your cat(s), exchange and confirm the signed contract.
- Feeding your cat(s), changing the water, cleaning the litter box, brushing your cat(s), cuddling and playing according to the cat's character.
- Sending a whatsapp message or an e-mail with updates, photos and/or videos of the cat.

Other services, such as reception of parcels, or watering and feeding plants and other domestic animals can be performed upon previous agreement between the client and Klubkitten. Klubkitten declines any responsibility in case of loss, damage or accident caused by such an agreement.

KEY RETURN

The following options are available:

- Leave the keys in the letterbox or at home on the last day. Klubkitten cannot be held responsible for any loss of the keys.
- Leave the keys with a neighbour or with the caretaker. Klubkitten cannot be held responsible for any loss of the keys.
- Make an appointment to hand over the keys in person. A travel fee of 10 Euro will be charged.
- Request Klubkitten to retain keys for future services.

INSURANCE AND RESPONSIBILITY

Klubkitten declares to have underwritten a professional civil insurance covering any damage that the cat could undergo or cause during the service. The client must also be insured for his home risks and civil liability. Klubkitten cannot be held responsible for any damage of any kind to the cat or damage caused by it when it is alone in the client's home.

The cats must be sociable and not dangerous. If the cat being cared for displays aggression or any abnormal behaviour that makes care impossible, Klubkitten may terminate the agreement between her and the client. In all cases, the client agrees to pay the full amount corresponding to the days of care defined when the contract was signed.

Klubkitten declines any responsibility in case of escape, disappearance or accident of a cat outside its home having access to the outside (balcony, ground, etc.) as well as in case of natural death (old age, illness, etc.).

The administration of medication is only possible upon presentation of a veterinary prescription.

In case of medical treatment of a cat, Klubkitten will strictly stick to the veterinarian's prescription and cannot be held responsible for health problems resulting from the treatment prescribed by the veterinarian or from the aggravation of the cat's condition. Food and non-prescribed medications/supplements will be administered only in accordance with specific instructions from the client. Klubkitten cannot be held responsible for health problems resulting from the treatment instructed by the client or from the aggravation of the cat's condition.

Klubkitten commits itself to the utmost confidentiality concerning the identity and the residence of the client. No room in the house or any object other than those necessary for the performance of the service will be used. Any problem or anomaly observed at the client's home will be reported to him.

OBLIGATIONS OF THE CLIENT

The client commits to provide Klubkitten with

- The up-to-date health booklet and the identification card of each cat.
- The transport box for the cat.
- Sufficient food for the entire duration of the services and litter, as well as the medical treatment with the prescription if necessary.
- Veterinarian's contact details, as well as a contact person in case of need.
- Keys to the home.

The client will be informed in advance of any purchases required to make up for a lack of food or litter. Klubkitten will proceed with their purchase at the client's expense. Klubkitten cannot guarantee a specific brand of food or litter. The client undertakes to reimburse these costs on presentation of an invoice or receipt, as well as travel costs of 30 Euro upon return.

The client undertakes to report any health problems and to ensure that the cat is wormed and treated against parasites (fleas, ticks). If this is not the case, Klubkitten cannot be held responsible for a parasite infestation and reserves the right to administer a deworming and/or flea treatment to the cat and to charge the client.

In case of illness or injury during the care of the cat, the client will be informed immediately, but if the client is not reachable, the client gives Klubkitten the right to have the cat treated by the veterinarian or the one in charge. As a last resort and if the client is not reachable, he/she authorizes the veterinarian to euthanize the cat if this is the only alternative to the undergone sufferings. All the veterinary expenses will be charged to the client; the time spent for the journey and the time spent with your cat at the vet's will be charged on the basis of a 1/2 hour visit (see the price list on the Klubkitten website). The client commits to reimburse them as soon as he/she returns.

The client commits to keep Klubkitten informed of any health risk if the cat has a contagious disease.

INTELLECTUAL PROPERTY

Klubkitten will ask the client for permission to take pictures of the cats in care in order to publish them on its social media site as references for its commercial promotion. In case of refusal of the client no photo will be published on its social media site.

Klubkitten will respect the anonymity of its clients and the confidentiality of their contact details.