

CYBI PAWS

Terms & Conditions 2026

Pet Pop-Ins & Feline Services

Thank you for choosing Cybi Paws.

These Terms & Conditions are designed to help ensure the safety, wellbeing and comfort of your pets whilst clearly outlining the responsibilities of both the client and Cybi Paws.

Client Terms & Conditions

1. The client agrees to arrange suitable access to the property for all booked Cybi Paws services, including the provision of keys, lock box details or entry instructions where required.
2. Cybi Paws will take all reasonable care while attending the client's property; however, Cybi Paws cannot accept responsibility for loss or damage to the property where other individuals also have access to the home.
3. The client authorises Cybi Paws to obtain emergency veterinary treatment if deemed necessary whilst their pet is in Cybi Paws' care. Every reasonable effort will be made to contact the owner or emergency contact first.
4. The client accepts responsibility for any veterinary fees, emergency transport costs, medication, or additional expenses incurred as part of emergency care.
5. The client agrees to provide an emergency contact who can be reached if the owner is unavailable.
6. The client accepts responsibility for any injury, loss or damage caused by their pet to Cybi Paws, third parties, other animals or property.
7. The client agrees to disclose any history of aggression, anxiety, medical conditions or behavioural concerns prior to services commencing.
8. Cybi Paws reserves the right to refuse or discontinue services where a pet displays behaviour that may compromise the safety of people or other animals.
9. Cybi Paws agrees to provide services in a reliable, caring and professional manner and to the best of their ability.
10. When Cybi Paws is unable to attend an appointment due to illness, emergency or unforeseen circumstances, the client will be informed as soon as reasonably practicable.

11. Cybi Paws cannot be held responsible for the injury, illness, disappearance or death of any pet with unsupervised access to outdoors.
 12. This agreement shall remain valid for all future bookings until replaced by an updated agreement.
 13. Cybi Paws reserves the right to terminate services at its discretion where terms are breached, safety concerns arise or communication/payment issues persist.
 14. The client may terminate regular ongoing bookings with one month's notice.
 15. The client is responsible for ensuring their pet is kept up to date with vaccinations, flea treatment and worming where appropriate.
 16. The client consents to their pet being photographed or videoed for business social media, advertising or identification purposes unless otherwise requested in writing.
 17. Cybi Paws is not responsible for lost, damaged or faulty pet equipment including collars, leads, tags, carriers or feeding equipment supplied by the client.
 18. The client agrees to notify Cybi Paws immediately if their pet develops or has been exposed to any contagious illness, parasites or infectious condition.
 19. Cybi Paws reserves the right to refuse services until any contagious condition has been resolved.
 20. Client information, keys, alarm codes and personal details will be kept confidential and securely stored.
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Pet Pop-In Services

1. All CCTV or recording devices inside the property must be disclosed to Cybi Paws prior to services commencing.
2. The client must inform Cybi Paws if any other person is expected to visit or access the property during the booking period.
3. Medication instructions must be clearly provided, including dosage information and the pet's name.
4. It is the client's responsibility to ensure adequate food, litter, medication and other supplies are available for the duration of the booking.
5. The client must clearly identify which pets require care during the booking period.
6. Where mobile signal is limited, the client should provide Wi-Fi details if communication may be required.

7. Cybi Paws cannot be held liable for theft, damage or injury unless negligence can be demonstrated.
 8. In severe weather conditions or circumstances outside reasonable control, services may need to be delayed, amended or cancelled. Clients will be informed as early as possible.
 9. The client is responsible for ensuring adequate insurance cover for their property, contents and pets.
 10. The client is encouraged to inform neighbours or relevant persons that Cybi Paws will be attending the property.
 11. Payment for pop-in services must be made in advance via bank transfer or cash unless otherwise agreed.
 12. Cancellations must be made with at least 72 hours notice. Bookings cancelled with less than 72 hours notice may still be chargeable.
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Feline Advice Service & Feline Care Package

1. Clients should seek veterinary advice first for any medical or behavioural concerns relating to their cat.
 2. Cybi Paws is not a veterinary practice and cannot diagnose medical or behavioural conditions.
 3. Feline advice services and feline care packages are intended to provide supportive guidance, environmental recommendations and routine feline care.
 4. Any advice provided by Cybi Paws does not replace veterinary guidance or treatment plans.
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Cancellation Policy

Regular Ongoing Bookings

Regular recurring bookings reserve a dedicated appointment slot. Cancellations with less than one month's notice may still be chargeable.

Clients may cancel up to 12 working days per calendar year for holidays without charge. Additional cancelled days may be charged at 50% of the usual rate to retain the reserved slot.

Occasional / One-Off Bookings

Occasional or one-off bookings require a minimum of 7 days notice for cancellation. Cancellations made with less notice may still be fully chargeable.

Payment Terms

Payment is required prior to appointments unless otherwise agreed.

Weekly reminders may be issued at the start of each week and outstanding balance reminders may be sent monthly.

If payment has not been received before the scheduled appointment, Cybi Paws reserves the right not to proceed with the booking.

Weather Policy

In periods of severe weather including snow, ice, storms or unsafe travel conditions, services may be delayed, amended or cancelled for safety reasons.

Clients will be informed as early as possible if weather conditions affect bookings.

Pricing

Pet Pop-In Service

Flexible home visits tailored to your pet's needs, including feeding, companionship, toilet breaks, medication administration and general wellbeing checks.

- Ongoing / regular bookings — £20
- Occasional / one-off bookings — £25

Small Furrries Pop-In Service

Check, clean and food top-up service.

- £15

Feline Advice Service

45-60 minute consultation.

- £50

Feline Care Package

A flexible care visit covering routine cat care, medication administration, nail trimming and general wellbeing support.

• £35

General

Cybi Paws will provide 28 days notice where possible for planned periods of absence or holidays.

The client authorises this agreement as approval for Cybi Paws to enter the property for the purpose of carrying out agreed pet pop-in and feline services.

The client agrees that Cybi Paws may contact them via phone, text or email regarding bookings, appointments or pet welfare.

Client details will never be shared with third parties without consent unless required in an emergency.

Client Agreement

I confirm that I have read and understood the Terms & Conditions outlined above and agree to abide by them.

Client Name: _____

Signature: _____

Date: _____

Cybi Paws

Signature: _____

Date: _____