



CAT VISIT

Information Pack





Your cat
will be **personally
cared for by us,**
every time.

Hello and Welcome!

Thank you for taking the time to read more about our highly-rated home cat visit service.

We're Ritchie and Amber, and we've been proudly running PHG Southampton since 2018, enjoying every second. Our own cat, Tilly, played a huge role in inspiring this business.

Living with Tilly has shaped our understanding of just how much routine and familiarity matter to a cat's sense of safety and wellbeing.

That insight sits at the heart of everything we do with respect to home cat visits.



We also understand how important it is to feel completely reassured about who is caring for your beloved cat and your home while you're away.



When you book cat visits with PHG Southampton, the care will always be provided by us – Ritchie and Amber, the two owners of the business.

You won't have to worry about unfamiliar staff members coming into your home. Your cat will be personally cared for by us, every time.

Critically, our customers place their trust in us, and that **trust is something we protect fiercely.**



What Sets Us Apart

Amber and I joined the Pets Homes and Gardens franchise in 2018.

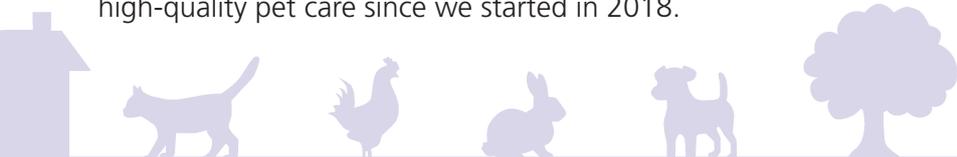
Our training focused heavily on delivering the “PHG Standard”, which we truly believe sets the bar within professional pet care.

The PHG brand also has a very important ethos: “never let a client down”.

This means the **dates we agree will always be honoured**. No ifs, no buts.

By consistently delivering the “PHG Standard” and championing the PHG ethos, we have built an exceptional reputation for reliable, high-quality pet care since we started in 2018.

Never Let a Client Down



Reviews

Check out our 100+ five-star reviews to get a true sense of the service and care we provide:

PHG Southampton Reviews



As you'll see from our reviews, clients choose us because of:

-  The exceptionally high standards we set, for both our service and care.
-  Our genuine love for cats and commitment to their welfare and happiness.
-  Our trustworthiness and reliability.
-  The many personal touches woven into every visit.
-  The reassurance that comes from being part of a trusted pet care franchise.

In short, the service we provide gives our customers real peace of mind, while the care their beloved pets receive feels familiar, thoughtful and truly special.



Bespoke Service

Our cat visits are completely bespoke.

No two cats are the same, and neither are their homes.

Before our cat visits begin, we provide a comprehensive meet and greet, taking all the time needed to understand your cat properly.



After all, they're not just a cat - they're family!

We'll talk through their temperament, likes and dislikes, feeding routines, care needs and how your cat prefers to interact.



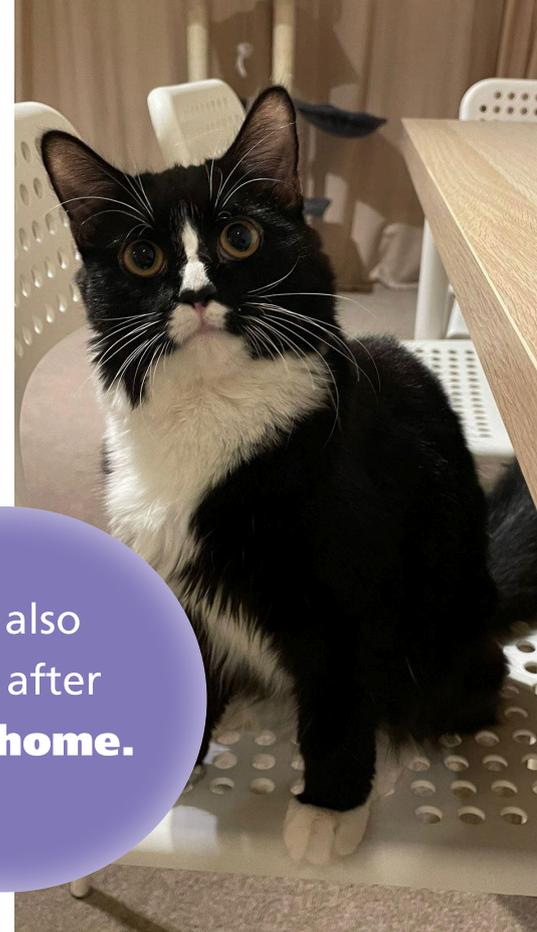
Alongside caring for your cat, we also look after your home entirely based on your individual requirements.



This may include opening and closing curtains, turning lights on in the evening, bringing in post, moving wheelie bins and carrying out simple perimeter checks – all agreed in advance – helping ensure there's no obvious sign the property is empty while you're away.

Once visits begin, the care we provide is carefully moulded around your cat's (and home's) individual needs.

We also
look after
your home.





What You'll Get as Standard

As mentioned, we provide a truly bespoke service, but there are of course several things we do as standard for all our customers and their beloved cats.



We remove our shoes immediately upon entry. We respect your property and act with the utmost care and attention.

We feed your cat on every visit in line with their exacting requirements. We also put fresh water down.

Eating areas are always kept immaculately clean, as are their food and water bowls. If there are litter trays, we keep these spotlessly clean.





For every visit, we perform welfare checks on your cat to ensure they're injury free.

We are super careful upon entering and exiting your property to prevent the risk of your cat leaving out the front of the house.

We also provide daily updates. We're not just talking a basic, one sentence text message. These are detailed updates with high quality photographs of your cat.

Our clear, plentiful photographs allow you to see exactly how your cat is doing, which is something our customers value enormously.

We perform
welfare checks
on your cat at
every visit





Rates

We pride ourselves in transparency in all aspects of our service, and that includes pricing.

Our home cat visits are completely bespoke so rates will naturally vary.

What we can say is that rates will typically range from £15-£20 per visit. We will provide a bespoke quotation to you after our initial telephone conversation.



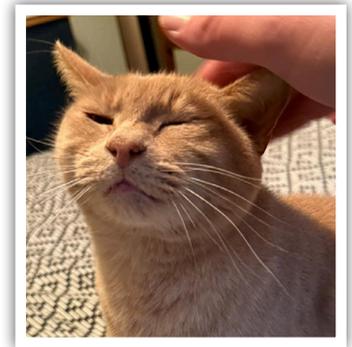


More About Ritchie and Amber

We are both fully insured with public liability insurance, have clear, up-to-date DBS certificates and we also proudly hold multiple recognised pet care qualifications.

The welfare of the cats in our care is something we take extremely seriously.

Ritchie was a pet first aid instructor prior to the COVID lockdown, and we are both trained in advanced pet first aid. We now remain fully up to date with pet first aid procedures, hold an advanced pet first aid kit, and regularly refresh our own training.



Everything we do is approached with risk awareness and safety in mind, ensuring your cat is protected at all times.



Most Importantly ...



We take immense pride in what we do.

The care we provide is shaped by countless small personal touches, thoughtful decisions and a genuine love for animals.

Our meticulous attention to detail never fails to delight our wonderful clients and the pets they entrust to us.

If you are looking for the best possible care for your cat while you're away, we would be honoured to help.



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