



---

## Pet Sitting and Dog Walking Terms and Conditions

### **General Terms**

- Acceptance of our services is deemed acceptance of our Terms and Conditions and an agreement to pay the fees on time
- We reserve the right to deny or terminate our service because of safety or financial concerns
- We reserve the right to either impose supplementary charges and/or terminate this agreement if the assignment changes from the description given by the client and requires more time or responsibility, or if there is a change in the nature of the assignment which could not have been reasonably foreseen by either party
- We reserve the right to stop providing care services to a client whose pet shows aggression to us or other pets in the home.

### **Pet Welfare**

- The client consents to us taking any action we consider suitable in order to protect and keep their pet/s in good health
- The client consents to us feeding their pet/s as requested
- The client confirms they will be responsible for any costs which might be incurred, either Veterinary or other, as a result of any sickness, accident, or damage caused to or by their pet/s, excepting third party liability, and that they will pay any such costs or expenses on demand
- If the client requires that their pet be medicated, they must leave clear instructions as well as a written note at every booking with instruction and signed permission for us to administer said medication/s.

### **Veterinary Authorisation**

- The client gives permission for us to act as guardian for their pet/s
- The client must provide the contact number and address of their pets registered/ local Vet
- The client authorises the Vets to treat their pet/s in case of any injury or illness
- The client gives us permission to transport their pet/s to the the Vet by whichever means necessary
- The client agrees that, in the event of any surgery or euthanasia, we will accept the advice of the Vet and, if the client cannot be contacted, the named emergency contact will be contacted
- The client will be responsible for any transport costs as well as any Vet's charges that may be incurred.

### **Cat Flap Disclaimer**

- We can not be held liable for any loss of pets that have access to an unlocked "cat flap" or other form of exit/entry
- In the event of a pet going missing, we will continue to visit the client's home as normal to provide care for the pet/s and send daily feedback until the client returns
- If we have any cause for concern, we will always try to contact the client first, after which we will notify the listed emergency contact, Vet and any relevant authorities regarding a potentially missing pet.

### **Damages & Theft**

- We will not be liable for any damage or injury caused by the client's pet/s
- We will not be liable for any theft of the client's pet/s
- We cannot be held liable for any injury/illness to the client's pet/s unless we can be shown to be negligent
- We cannot be held liable for any theft or damage to the client's property unless we can be shown to be negligent.

### **Timing**

- We may arrive earlier or later, depending on public transport delays and traffic
- If we are going to be late for any reason, we will always do our best to communicate this
- We will always stay the full duration of a visit, unless otherwise arranged with the client
- If we have to cut a visit short for any reason, we will communicate this with the client and make up for the lost time at a future visit.

### **Booking & Billing**

- We can only accept a booking once the client has provided all details about themselves and their pet/s
- The client should submit booking requests as far in advance as possible
- Bookings are confirmed once the invoice has been sent to the client and the client agrees to pay on time
- Clients are required to transfer money using the bank information on the invoice or through PayPal which is linked in our Linktree
- Invoices will be sent as soon as we can confirm our availability
- A deposit is required in advance in order to secure a booking, we may not request a deposit for shorter sits
- We reserve the right to deny or cancel a sit if the due payment is late or inadequate

### **Cancellations**

- Clients can cancel or change bookings by contacting us on any platform
- Our refund policies apply to any deposit paid in advance, the remaining balance will almost always be refunded
- The remaining balance is usually due on the last day of the booking. If the client cancels during the sit, they will not need to pay the remaining balance unless we have completed the majority of the sit or if the client cancels right at the end
- Deposits will not be refunded if the client cancels during a sit
- If we stop providing care services to a client because of safety or financial concerns, the same refund policies apply
- For cancellations made before the start of the booking:
  - 10+ Days, 100% deposit refund
  - 2-9 days, 50% deposit refund
  - Less than 2 days, 0% deposit refund
  - No refunds for early returns
- We do not offer deposit refunds for cancellations made by the client on the start date of a booking
- Exceptions may be made at our discretion

### **Keys & Access**

- We will usually recommend that the client hands us the keys on the first day of the sit before they leave. If the client needs to leave before we arrive then the keys can be left in a safe place or a key safe
- Keys can be collected at the initial meeting
- The alternative is to drop off the keys to us before the sit
- The client should include information regarding any alarm or special access instructions
- The client must inform us of any/all visitors (e.g. friends, cleaners etc.) to the client's property if they will be in the house at the same time as us.