



Sitter4pets Pet and House Sitting Services

TERMS AND CONDITIONS

Version 05 June 2019

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| | <p>These terms of service define the conditions of which a pet sitter is granted permission to occupy the pet owner's home for the duration of the booking.</p> |
| 1 | <p>Whilst every possible care will be taken of the owner's pet, Eleanor of Sitter4pets and her sitters cannot be held responsible for loss either from illness or other causes whilst the pet is in their care. Sitter4pets are insured including a care, custody and control policy covering the pet whilst it is in their care. However, Sitter4pets recommends that you take out your own pet insurance.</p> |
| 2 | <p>In the event of an accident or illness, the pet sitter will make all reasonable efforts to contact the pet owner. If the pet owner is not reachable then consent is given by the pet owner for the veterinary clinic to be telephoned or for the pet to be taken to the veterinary clinic. Any treatment that is deemed necessary by the veterinary clinic is payable by the pet owner.</p> |
| 3 | <p>The pet owner is to provide details of the pet(s) vaccinations, insurance and veterinary details. These details should be left on a kitchen worktop so that they are visible to the sitter when the booking begins.</p> <p>Each sitter of Sitter4pets holds a Pet First Aid certificate and can perform basic first aid on a dog or a cat. Each sitter is also able to provide their own pet first aid kit if this is required.</p> |
| 4 | <p>Sitter4pets recommends that each client informs their veterinary clinic of our booking so that they are aware of who we are should we be required to take their pet to the clinic.</p> |
| 5 | <p>All pets should be wormed and vaccinated where appropriate.</p> |
| 6 | <p>Sitter4pets are given permission to take a couple of photographs of the owner's pet for Sitter4pets Facebook business page and/or other appropriate websites. These pictures will not be used for anything else.</p> |
| 7 | <p>Partial days are to be counted as full days (ie departure and return dates).</p> |
| 8 | <p>Access to the property should be straight forward with keys easily opening doors and/or gates. If Sitter4pets cannot gain access to the property after making every reasonable effort, the client will be notified and still charged for the booking.</p> |
| 9 | <p>Sitter4pets will require 2 copies of the client's house key, one for the business owner as the master key and a copy for the sitter covering the booking. This is a precautionary measure in case of unforeseen circumstances such as illness cover. This will allow convenient access to your property to ensure the care of your pets and property is not interrupted. Sitter4pets will keep the keys safe, not let anyone else use them and return the copy keys to the owner when asked to do so.</p> |
| 10 | <p>If the pet owner returns home early, which is in no way caused by Sitter4pets, no refund will be given.</p> |



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| 11 | <p>The pet sitter must be made aware (prior to any booking) or anyone else visiting your property during our booking. We will not allow access to your property by any person we have not been made aware of.</p> <p>Should anyone else have permission to enter your property during the pet sitting assignment (such as a housecleaner or neighbour) Sitter4pets will not be held responsible for any damage or untidiness which may be caused during their visit.</p> |
| 12 | <p>If the sitter that is completing the booking becomes ill, then one of the other sitter's will have permission to look after the owner's pet(s) and property until they have recovered from their illness.</p> |
| 13 | <p>With any booking that requires the sitter to use the client's vehicle (for example, taking the dog to their regular walking area, taking the pet to the veterinary clinic) it is the client's full responsibility to ensure that the sitter is covered under their vehicle insurance.</p> |
| 14 | <p>Eleanor of Sitter4pets and her sitters reserve the right to refuse to complete any booking that they feel uncomfortable with or if they feel that it may cause harm or injury to themselves or the pet. Any deposit already paid for that particular pet sitting assignment will be refunded immediately.</p> |
| 15 | <p>Eleanor of Sitter4pets and her sitters reserve the right to refuse to attend a client's property if there are harsh weather conditions such as floods, or other unsafe driving conditions.</p> |
| 16 | <p>For house sitting services, there will be an extra daily charge payable should there be anyone else on the property during the booking (family members, lodgers, decorators, builders, etc). This does not include gardeners or cleaners.</p> |
| 17 | <p>Everything for the pet is to be provided by the owner, such as food, bedding, necessary medication, lead, toys etc</p> |
| 18 | <p>All new bookings will be confirmed by Sitter4pets following agreement of both parties at the pet meet.</p> |
| 19 | <p>A 30% non-refundable, non-transferrable deposit is required at the time of booking for all pet sitting assignments. The remaining 70% balance is payable 7 days prior to the booking start date. In the event of a client making a cancellation, no refund of the deposit will be given.</p> <p>If a cancellation is made within 7 days of the booking start date, no refund of the full balance will be given.</p> |