

For the purposes of this document,

The terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. The terms Pet Sitter, Dog Walker and Carer are synonymous with the person carrying out the service for Offaly Pet Sitting Limited.

CONFIRMATION & PAYMENT

Payment in full is required prior to the start of each new service. Reservations are not confirmed until payment is received in full by Offaly Pet Sitting Limited or special arrangements are agreed upon by both parties in writing. Unpaid service may be cancelled without notice, including prior to or during the service period.

Cancellation Charge

- 0 - 24 hours prior to any service: Payment in full is charged (no refunds)
- 1 - 3 days prior to service: 20% of service total is due (equals an 80% refund)
- 4 days prior to service or more: No charge, refund in full.

Clients returning home late. Offaly Pet Sitting Limited is not responsible for the pet if there is no schedule availability or keys have already been returned to the home. It is the Clients responsibility to make other arrangements for their pet/s if we are unavailable.

Clients returning home early. No partial refunds given for remaining time scheduled.

Confirmation of booked services will be confirmed by email only. Booking times are approximate, and that an hour window either side of specified time should be allowed for any unexpected delays.

LIABILITY, HEALTH & SAFETY

Offaly Pet Sitting Limited agrees to provide services in a reliable, caring and trustworthy manner.

Offaly Pet Sitting Limited reserves the right to terminate this agreement at anytime if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. It will then be the Pet Owners responsibility to make other care arrangements for their pet/s.

Offaly Pet Sitting Limited cannot be held liable for;

- Damage to the home beyond the control of the Pet Sitter
- Theft or damage to property or illness/injury to the pet unless Offaly Pet Sitting Limited can be shown to be negligent.
- Damage/injury caused by pet except that proven by a third party.
- Wilted, dead, missed or otherwise unhealthy plants.

Offaly Pet Sitting Limited accepts no responsibility for security of the home if individuals other than the pet sitter have access to the clients's home during service period, or if the home is not secured properly by the owner.

Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Offaly Pet Sitting Limited, in the event of a claim by any person injured by the Pet.

Client agrees to notify Offaly Pet Sitting Limited of any concerns within 24 hours of return.

LIABILITY, HEALTH & SAFETY cont.

Offaly Pet Sitting Limited and its staff will remain fully insured through a reputable insurance company specific for Pet Care, including Public Liability, Care Custody & Control, Loss of Key cover and Non-Negligent cover.

KEY HANDLING

At the end of service period, Offaly Pet Sitting Limited will automatically return clients key once the home has been secured.

IMPORTANT: The pet sitter will not have access to the house again after the key has been returned, including in the case of emergencies or delay of clients return.

If the client wishes, Offaly Pet Sitting Limited may retain possession of the key on file until future service is required, and a key identifying code will be used. The keys will not be marked with any name, address, or pet's names.

When the keys are not in use, the keys will be stored in a secure location by Offaly Pet Sitting Limited.

PHOTOGRAPHY USE

Offaly Pet Sitting Limited will only take photos and videos of owners pets that does not disclose information regarding the location or clients personal property/whereabouts.

The client gives permission for photos and videos of pets to be used on social media/website pages by Offaly Pet Sitting Limited, unless otherwise stated in writing.

PET CARE SPECIFICS

Pet Owner is responsible for pet-proofing house and yard, and the security of fences/gates/latches. Offaly Pet Sitting Limited will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors. Additional optional safety ID tags will be provided for out door pets.

Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s). Pet Owner agrees to be responsible for the payment of any additional emergency purchases necessary, and will reimburse Offaly Pet Sitting Limited within 7 days of clients return.

It is suggested that arrangements be made with the designated emergency contact to evacuate your pets in case of a disaster or weather related event. Offaly Pet Sitting Limited will try to see to your pets safety/care should such events occur, but cannot guarantee it.

All pet/s must be treated for fleas & worms between the months of April & September to reduce the risk of transferring parasites & eggs to other households.

CAT OUTSIDE ACCESS

Offaly Pet Sitting Limited will agree to let cats outside during visits at the owners own risk.

Offaly Pet Sitting Limited cannot be held responsible for any loss of cats that have outside access or permanently live outdoors.

In the event of your cat going missing, we will continue to provide care visits for your cats until your return, and will do our best to search and locate your cat in the immediate area of your home.

Offaly Pet Sitting Limited recommends all cats (indoor & outdoor) be microchipped with all registered details up to date with your vet.

The cat owner understands that any cat/s not microchipped may delay finding and reuniting a missing cat.

DOG CARE SPECIFICS

Pet Owner is responsible for ensuring their dog is fitted with a collar and ID tag at all times, in accordance with Irish law (Control of Dogs Regulations 1998).

Outdoor dogs must be provided with adequate warmth and shelter at all times.

Offaly Pet Sitting Limited will NOT use electric collars or choke chains on dogs nor will Offaly Pet Sitting Limited administer any methods of punishment which may cause the dog pain or distress.

Offaly Pet Sitting Limited will NOT walk dogs during thunderstorms or extreme rain and heat, but will let your dog out to relieve himself and play in garden or indoors as requested by the client.

WEATHER WARNING POLICY

YELLOW WARNING - BE AWARE

All walks and pet sitting to continue as normal. Preventative action may be required as per conditions on the day, therefore walks/visits may be subject to time changes to ensure the safety of your pets and staff travelling.

ORANGE WARNING - BE PREPARED

All dog walks and all non-essential travel cancelled. Essential travel for pet sitting visits only.

RED WARNING - TAKE ACTION

All walks and visits cancelled! Our staff and your pets safety is paramount! Emergency action will be taken in the lead up to severe weather warnings to ensure all pets are safe and secure. Pet owners will be contacted if this situation arises.