

POLICIES

By accessing or using my services, including booking care appointments, engaging with my website and social media, you agree to comply with and be bound by the following Terms & Conditions. These terms govern the relationship between you ('client', 'you', or 'your') and Erin's Pet Sitting Services ('I', Erin or 'the company'). If you do not agree with these terms, unfortunately, I will be unable to provide my services.

DEFINITIONS

Services: This includes; overnight house sitting, day sitting, drop in visits, solo dog walks and group dog walks

Client: This is the service user

Pets: This includes all pets covered under the agreement

GENERAL

- The client agrees to notify Erins Pet Sitting Services of any changes that occur between the 'new client' form and the service taking place
- Erin's Pet Sitting Services reserves the right to stop providing care services to a client whose pet shows aggression to me or other pets in the booking.
- The client agrees that all information within the 'new client form' is correct at the time of completion. If any information changes, the client agrees to notify Erins Pet Sitting Services as soon as possible.
- The client agrees that their pet is up to date on vaccinations and is free from infectious disease.
- The client allows for Erins Pet Sitting Services to upload pictures and videos of their pet onto social media unless requested otherwise in writing.
- The client agrees to notify Erins Pet Sitting Services of any cameras which operate on or towards the property.
- Erins Pet Sitting Services will always act on decisions referring to the Animal Welfare Act 2006 and personal knowledge.
- The client confirms that their pet has an up to date microchip.
- The client confirms to provide Erins Pet Sitting Services with suitable walking gear; including an ID badge containing name and address.

Keys and property

- Erin's Pet Sitting Services agrees to return the key dependent on selection on the 'new client' form. The client agrees that Erin's Pet Sitting Services cannot be held liable if the key goes missing once it has been returned to the selected area.
- Erin's Pet Sitting Services cannot be held liable for any theft or damage to the client's property unless we can be shown to be negligent.

Emergencies and medication

- In case of a medical emergency, Erin's Pet Sitting Services will attempt to contact the client immediately. If the client cannot be reached, Erin's Pet Sitting Services is authorised to seek veterinary care for the pet.
- 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 the pet/s, accepting third party liability, and that they will pay any such costs or expenses on demand.
- Erin's Pet Sitting Services will not authorise euthanasia on a pet.
- The client agrees to disclose any medical condition that their pet has or is currently suffering from.
- Erin's Pet Sitting Services cannot be held liable for any injury/illness to the client's pet/s unless we can be shown to be negligent.
- If the client requires that their pet be medicated, they must leave clear instructions as a written note at every booking with instructions and signed permission for Erin to administer said medication/s. If a medication form is required, the client agrees to ask Erin's Pet Sitting Services for a copy.
- Erin's Pet Sitting Services nor the Erin's Pet Sitting Services Representative can be held liable for any loss of pets that have access to an unlocked "pet flap" or other form of exit/entry.
- In the event of a pet going missing, Erin's Pet Sitting Services 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 unless requested otherwise.
- Erin's Pet Sitting Services will not be liable for any theft of the client's pet unless we can be shown to be negligent.
- The client agrees to notify Erin's Pet Sitting Services of any sudden illness or diagnosis of infectious disease as soon as it appears. Erin's Pet Sitting Services agrees to inform other clients who's pet(s) may be affected.

Cancellations, fees and deposits

- 10% deposit is required to secure the space.
- Cancellations with less than 24 hours notice will be charged at 100%
- Cancellations with less than 48 hours notice will be charged at 50%
- Cancellations made with more than 48 hours notice will incur no fee.
- Erin's Pet Sitting Services does not issue refunds without reasonable reason.
- Erin's Pet Sitting services reserves the right to cancel or reschedule appointments with reasonable notice.
- A finance charge of 10% will be added to any unpaid balances after 30 days
- Each booking comes with a free meet & greet. Any further meet & greets are charged at £5 per visit.

OVERNIGHT SITTING

In addition to terms & conditions outlined in 'General':

- Bedding is to be freshly washed

- A 30 minute walk is included per night with overnights. Additional required walks will be charged as an additional walk.
- During my stay, I reserve the right to switch off any cameras that are within the living areas of the property (bedroom and living room).
- The client agrees that the pet can be left for around 5 hours at a time (6 hours during public holidays) unless Erins Pet Sitting Services agrees otherwise in writing.

DAY SITTING

In addition to terms & conditions outlined in 'General':

- During my stay, I reserve the right to switch off any cameras that are within the living areas of the property (bedroom and living room). I will switch them on when I am not in these areas.

DROP IN VISITS

In addition to terms & conditions outlined in 'General':

SOLO DOG WALKS

In addition to terms & conditions outlined in 'General':

- Walking gear is to be out ready for the walk. Any time taken to locate the gear will be deducted from the time of the walk.
- If extreme weather occurs, Erin's Pet Sitting Services reserves the right to cancel or reschedule the scheduled walk with immediate effect.
- The client agrees to inform Erin's Pet Sitting Services if their dog has not been spayed or neutered.
- Erins Pet Sitting Services will keep all dogs on leads unless written permission has been provided and/or the off lead consent form has been completed.
- Erins Pet Sitting Services cannot be held liable should a dog run off after consent has been given to take them off lead.

GROUP DOG WALKS

In addition to terms & conditions outlined in 'General':

- Walking gear is to be out ready for the walk. Any time taken to locate the gear will be deducted from the time of the walk (walks)
- For your pets safety, I require all dogs to have a suitable harness for transport.
- If extreme weather occurs, Erin's Pet Sitting Services reserves the right to cancel or reschedule the scheduled walk with immediate effect.

- Erin's Pet Sitting Services can only accept dogs with have been spayed or neutered for this service due to the risk towards other dogs.
- Erins Pet Sitting Services will keep all dogs on leads unless written permission has been provided.
- Erins Pet Sitting Services cannot be held liable should a dog run off after consent has been given to take them off lead.

ACKNOWLEDGEMENT

The above Terms and Conditions were last updated on the 26th Julyl 2025.

Erin's Pet Sitting Services reserves the right to amend or update the Terms and Conditions, and that the clients will be notified of any significant changes.

By continuing with services held by Erins Pet Sitting Services, the client acknowledges that they have read, understood and agree to the terms and conditions outlined in this pet sitting contract.

Service providers printed name: ERIN BENSON (ERIN'S PET SITTING SERVICES)

Service providers Signature: 