

General Terms and Conditions for Pet Sitting and Dog Walking Services

1. Introductory Provisions

1.1. These General Terms and Conditions (hereinafter referred to as the “**GTC**”) govern the mutual rights and obligations between the provider and the client in relation to the provision of pet sitting and dog walking services.

1.2. The provider is Dominika Hašková, ID No: 22433023, with registered office at Plzeňská 3352/156, 150 00, Praha 5 – Smíchov, operating pursuant to Act No. 455/1991 Coll., on Trade Licensing, as amended (hereinafter referred to as the “**Provider**”).

1.3. Services are provided either personally by the Provider or through cooperating individuals acting on her behalf and under her responsibility (hereinafter referred to as the “**Sitters**”).

1.4. For the purposes of these GTC, a pet means a dog, cat, rabbit, guinea pig, rat, fish, small rodents, reptiles, or other animals agreed individually between the Provider and the client.

1.5. A client is a natural or legal person who concludes a service contract with the Provider under these GTC.

2. Scope of Services Provided

2.1. The Provider mainly offers the following services:

- dog walking;
- pet sitting;
- basic care (feeding, administering medication, grooming, cleaning paws, hygiene, etc.);
- video calls during sitting (especially for cats);
- regular updates on the animal's condition, including photos and/or videos;
- accompaniment to the vet or arranging emergency treatment.

2.2. Services are provided either at the client's home or in an outdoor environment. The client may specify a preferred walking route or part of it in advance.

2.3. Sitters have access to Google Workspace, where organizational information and animal-specific instructions may be shared.

3. Service Orders and Contractual Relationship

3.1. The initial meeting between the Provider and the client is non-binding and free of charge.

3.2. The contractual relationship is established upon the conclusion of a service agreement.

3.3. Services are ordered via a prescribed form sent to the Provider by email or another individually agreed method.

4. Rights and Obligations of the Client

4.1. The client undertakes to:

- provide truthful, complete, and up-to-date information about the animal, including health status, aggression, need for a muzzle, behavior towards people and animals, allergies, medication, emergency contact, and attending veterinarian;
- allow the Provider access to the property for the purpose of delivering the agreed services;
- inform the Provider about the presence of recording devices (cameras) at the service location;
- bear full responsibility for any damage caused by the animal (e.g., bites, property damage);
- be liable for any damage at the service location (e.g., unsecured window, water leakage) as the property owner or user.

4.2. The client may consent to the use of the animal's photos for the Provider's promotional purposes on social media or websites.

5. Rights and Obligations of the Provider

5.1. The Provider is entitled to:

- provide dog walking and pet sitting as agreed with the client;
- enter the client's premises to deliver the service;
- care for the animal according to the client's instructions and their own discretion when necessary;
- refuse to provide services in case of clearly aggressive or inappropriate animal behavior.

5.2. Dogs are walked individually and always on a leash unless agreed otherwise.

5.3. The Provider is not liable for damage caused by the animal in the client's household or elsewhere.

5.4. The Provider is not liable for any injury or property damage resulting from false, incomplete, or otherwise incorrect information provided by the client.

6. Service Fees and Payment Terms

6.1. Service fees are listed on the Provider's website or agreed individually.

6.2. An invoice for services provided is issued within 7 days after service completion. Payment is due within 14 days from the invoice date.

6.3. In case of late payment, the Provider is entitled to charge late interest as stipulated by applicable law.

7. Changes and Cancellations

7.1. The client may cancel a service free of charge no later than 24 hours before the scheduled start.

7.2. If the client cancels less than 24 hours before the scheduled time, the Provider is entitled to a cancellation fee of 50% of the service price. The same applies if the service cannot be delivered due to the client's fault, especially if the client fails to ensure access to the premises (e.g., not opening the door). In such cases, it is considered a late cancellation.

7.3. Walking and sitting times are approximate with a tolerance of ± 1 hour.

8. Liability and Insurance

8.1. The Provider has liability insurance for damages related to business activities and for liabilities towards part-time workers.

8.2. Cooperating Sitters work based on an agreement to perform work.

9. Long-Term Cooperation

9.1. Services may be provided under a long-term agreement - e.g. for a period of one or more months or as recurring services.

10. Final Provisions

10.1. These GTC come into effect on 1.6.2025.

10.2. The Provider reserves the right to unilaterally amend these GTC. Amendments take effect upon publication on the Provider's website.

10.3. The Provider reserves the right to update these terms. The new version will be published on the website.