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TERMS AND CONDITIONS FOR  
<<INSERT NAME OF [COMPANY]  
(FOR BOOKING A SINGLE PET SITTING SESSION)

S (B2C) PROVIDED BY:  
OFFERING PET SITTING SERVICES>>  
(FOR A PACKAGE OF SESSIONS)

BACKGROUND:

These Terms and Conditions are to be read in conjunction with the following, which shall apply:

A. to booking and provision for a Pet Sitting Session (as defined in Clause 1 below) by [<<insert full name of the client>>] as a self-employed individual] OR [<<insert company name>>] as a company registered in <<Country of Registration>> whose registered office is at <<insert address>> and

B. where You, the client, are acting as a consumer under the Consumer Rights Act 2015.

1. **Definitions and Interpretation**

1.1. In these Terms and Conditions, the following expressions have the following meanings, unless the context otherwise requires, the following expressions have the following meanings:

“Business”	any trade, craft, or profession carried out for profit by a person/organisation;
“Consumer”	an individual as defined by the Consumer Rights Act 2015 in relation to these Terms and Conditions who receives any goods or services for purposes wholly or mainly outside of his or her business;
[“Narps Standards”	the Narps Code of Practice] [and] [Narps Standards] published from time to time by the Association of Registered Pet Sitters;
“Pet”	any dog, cat, rabbit or other small animal owned by You for which We agree to provide a Pet Sitting Session;
“Pet sitter”	any person acting on Our behalf, in the capacity of an individual carrying out all or any of the duties of a Pet Sitting Session;
“Pet Sitting Session”	the period commencing when We arrive at the client's premises in the Services and ending when We have completed the services, unless the context admits, it also means the period provided during that period;
“Price List”	Our price list for all Pet Sitting Sessions available from <<Insert Location>> by email or at Our Premises>>] OR [set out in the attached];

# SAMPLE

<b>“Registration Form”</b>	the registration form that We provide to You for apply to register with Us;
<b>“Regulations”</b>	The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;
<b>“Services”</b>	the provision of a pet sitting service for the duration of a Pet Sitting Session and the services, equipment, goods and materials, if any, which We provide/use in connection with and during that Pet Sitting Session, as detailed in Clause 9, together with, in relation to that Pet Sitting Session, any incidental or supplementary services agreed with You or any services reasonably necessitated by any of the circumstances contemplated by these Terms and Conditions or any other services reasonably necessitated by any incident arising during that Pet Sitting Session;
<b>“We/Us/Our”</b>	the [person] OR [company] whose name is set out above and whose place of business and contact details is [set out above] OR [<<insert other details>>] and includes any Pet sitter engaged by Us in the context requires or permits;
<b>“You/Your”</b>	an individual Consumer client to whom We intend to provide any Services for the Pet; and
<b>“Your Premises”</b>	the premises (which are Your home unless otherwise agreed, but not in any case Our premises) with which We agree with You will be the location where We will provide any Services for You.

- 1.2. Unless the context requires, each reference in this document to:
- 1.2.1. “these Terms and Conditions” is a reference to the provisions of this document;
  - 1.2.2. a Clause is a reference to a Clause of these Terms and Conditions;
- 1.3. The Schedules form part of these Terms and Conditions and the contents of the Schedules shall be deemed to be incorporated into these Terms and Conditions as if set out in the main body of these Terms and Conditions;
- 1.4. The headings and titles of these Terms and Conditions are for convenience only and shall not be used to interpret the meaning of these Terms and Conditions;
- 1.5. Words shall be construed to include the plural and vice versa; and
- 1.6. References to gender shall include any other gender.

## 2. Registration

- 2.1. In order to use Our Services, You first have to register with Us and complete the Registration Form.
- 2.2. The details You provide in the Registration Form must be true and correct and Your confirmation that You are 18 or over and agree to these Terms and Conditions.

2.3. You may book a Pet Sitting Session. Your acceptance of Our application means that You agree to these Terms and Conditions. Our decision to accept or decline Your application is in Our absolute discretion.

2.4. When We confirm [in writing] to You that We have accepted Your application, an agreement between You and Us will be formed. You will not be able to book any Pet Sitting Session until We have confirmed [in writing] to You that We have accepted Your application. This agreement will not give rise to any contract made by You and Us.

2.5. A contract for any Pet Sitting Session will be formed only when (and only when) pursuant to and subject to Clause 3.7 and We accept that booking.

### 3. Booking and Cancellation

3.1. You must be 18 or over to book any Pet Sitting Session.

3.2. A time period for any Pet Sitting Session will be subject to availability. You must pay for any Pet Sitting Session in advance and We will only provide a Pet Sitting Session if it has been paid in advance for.

3.3. You may book a Pet Sitting Session through [Our website] [or as part of a package of Pet Sitting Sessions].

3.4. We will only provide a Pet Sitting Session if it has been paid in advance for.

3.5. When you book and pay for a Pet Sitting Session [which is not part of a package], You must book a replacement Pet Sitting Session to replace any booked Pet Sitting Session more than <<insert period>> before the date when You make and pay for that booking or rebooked Pet Sitting Session. If You do not book a replacement Pet Sitting Session within that period, You will not be entitled to a refund under these Terms and Conditions. We will not refund any payment You have made for that booking.

3.6. [If You pay for any package of Pet Sitting Sessions, but You do not at the same time book the dates for all of the package, You should then ensure that You book the dates for all of the package within the <<insert period>> week period after the date when You make and pay for the whole package. If You do not book the dates for all of the package within the <<insert period>> week period, we will not refund any payment You have made for them. We will not refund any payment You have made for the package but do not at the same time book the dates for all of the package. We will use all reasonable endeavours to book the dates for all of the package for it which fall within the said <<insert period>> week period.]

3.7. Your request to book a Pet Sitting Session will be Your offer to make a contract with Us on the basis of the contents of the completed Registration Form and these Terms and Conditions. Whether We accept any such booking is in Our absolute discretion. We will only accept any such booking if We tell You that We accept Your request to book a particular Pet Sitting Session [or package] and You have paid for it in advance.

We have confirmed [in writing] to You that We have accepted Your application, an agreement between You and Us will be formed. You will not be able to book any Pet Sitting Session until We have confirmed [in writing] to You that We have accepted Your application. This agreement will not give rise to any contract made by You and Us.

When We confirm [in writing] to You that We have accepted Your application, an agreement between You and Us will be formed. You will not be able to book any Pet Sitting Session until We have confirmed [in writing] to You that We have accepted Your application. This agreement will not give rise to any contract made by You and Us.

A contract for any Pet Sitting Session will be formed only when (and only when) pursuant to and subject to Clause 3.7 and We accept that booking.

### 4. Booking, and Consumer Rights

You must be 18 or over to book any Pet Sitting Session.

A time period for any Pet Sitting Session will be subject to availability. You must pay for any Pet Sitting Session in advance and We will only provide a Pet Sitting Session if it has been paid in advance for.

You may book a Pet Sitting Session through [Our website] [or as part of a package of Pet Sitting Sessions].

We will only provide a Pet Sitting Session if it has been paid in advance for.

When you book and pay for a Pet Sitting Session [which is not part of a package], You must book a replacement Pet Sitting Session to replace any booked Pet Sitting Session more than <<insert period>> before the date when You make and pay for that booking or rebooked Pet Sitting Session. If You do not book a replacement Pet Sitting Session within that period, You will not be entitled to a refund under these Terms and Conditions. We will not refund any payment You have made for that booking.

[If You pay for any package of Pet Sitting Sessions, but You do not at the same time book the dates for all of the package, You should then ensure that You book the dates for all of the package within the <<insert period>> week period after the date when You make and pay for the whole package. If You do not book the dates for all of the package within the <<insert period>> week period, we will not refund any payment You have made for them. We will not refund any payment You have made for the package but do not at the same time book the dates for all of the package. We will use all reasonable endeavours to book the dates for all of the package for it which fall within the said <<insert period>> week period.]

Your request to book a Pet Sitting Session will be Your offer to make a contract with Us on the basis of the contents of the completed Registration Form and these Terms and Conditions. Whether We accept any such booking is in Our absolute discretion. We will only accept any such booking if We tell You that We accept Your request to book a particular Pet Sitting Session [or package] and You have paid for it in advance.

for it will be binding on You and Us for that Pet Sitting Session [package]. [If You wish to book more than one of <<insert number e.g. 2, 3, 4 etc>> or more Pet Sitting Sessions, the price You pay for that package, and in Our discretion We accept that the price of the Contract with You will be for all of the Pet Sitting Sessions which You then or later book].

3.8. When You book a Pet Sitting Session(s) or package, We will require You to pay Us in advance. We will be entitled to keep some or all of that payment in the event of a cancellation. See clauses 3.10 or 3.11 below if You later cancel a Pet Sitting Session without giving us the prior notice that We require to be given as set out in the provisions of this Clause 3.

3.9. If, when we arrive on time to begin any Pet Sitting Session, We cannot begin the Session immediately due to a delay not attributable to You, We will extend the length of the Pet Sitting Session beyond its scheduled length unless We specifically agree to do so after We arrive at the location. We may treat a Pet Sitting Session that You have booked as cancelled without notice to Us if there is such a delay of more than <<insert number e.g. 3 >> hours after the scheduled start of the Pet Sitting Session. If at any time that the Pet Sitting Session cannot for more than <<insert number e.g. 1, 2, 3 >> hours after its scheduled start, We may then (but We are not obliged to) give all or part of the scheduled period for it to any other client wishing to book. If We do so, We may decide to make a charge to You for that cancellation. The provisions of sub-Clause 3.11 below will then apply.

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3.10. You may cancel a Pet Sitting Session without charge if You give Us at least [e.g. 2, 3, 5, 7, 10, 14, 21, 28, 35, 42, 49, 56, 63, 70, 77, 84, 91, 98, 105, 112, 119, 126, 133, 140, 147, 154, 161, 168, 175, 182, 189, 196, 203, 210, 217, 224, 231, 238, 245, 252, 259, 266, 273, 280, 287, 294, 301, 308, 315, 322, 329, 336, 343, 350, 357, 364, 371, 378, 385, 392, 399, 406, 413, 420, 427, 434, 441, 448, 455, 462, 469, 476, 483, 490, 497, 504, 511, 518, 525, 532, 539, 546, 553, 560, 567, 574, 581, 588, 595, 602, 609, 616, 623, 630, 637, 644, 651, 658, 665, 672, 679, 686, 693, 700, 707, 714, 721, 728, 735, 742, 749, 756, 763, 770, 777, 784, 791, 798, 805, 812, 819, 826, 833, 840, 847, 854, 861, 868, 875, 882, 889, 896, 903, 910, 917, 924, 931, 938, 945, 952, 959, 966, 973, 980, 987, 994, 1001, 1008, 1015, 1022, 1029, 1036, 1043, 1050, 1057, 1064, 1071, 1078, 1085, 1092, 1099, 1106, 1113, 1120, 1127, 1134, 1141, 1148, 1155, 1162, 1169, 1176, 1183, 1190, 1197, 1204, 1211, 1218, 1225, 1232, 1239, 1246, 1253, 1260, 1267, 1274, 1281, 1288, 1295, 1302, 1309, 1316, 1323, 1330, 1337, 1344, 1351, 1358, 1365, 1372, 1379, 1386, 1393, 1400, 1407, 1414, 1421, 1428, 1435, 1442, 1449, 1456, 1463, 1470, 1477, 1484, 1491, 1498, 1505, 1512, 1519, 1526, 1533, 1540, 1547, 1554, 1561, 1568, 1575, 1582, 1589, 1596, 1603, 1610, 1617, 1624, 1631, 1638, 1645, 1652, 1659, 1666, 1673, 1680, 1687, 1694, 1701, 1708, 1715, 1722, 1729, 1736, 1743, 1750, 1757, 1764, 1771, 1778, 1785, 1792, 1799, 1806, 1813, 1820, 1827, 1834, 1841, 1848, 1855, 1862, 1869, 1876, 1883, 1890, 1897, 1904, 1911, 1918, 1925, 1932, 1939, 1946, 1953, 1960, 1967, 1974, 1981, 1988, 1995, 2002, 2009, 2016, 2023, 2030, 2037, 2044, 2051, 2058, 2065, 2072, 2079, 2086, 2093, 2100, 2107, 2114, 2121, 2128, 2135, 2142, 2149, 2156, 2163, 2170, 2177, 2184, 2191, 2198, 2205, 2212, 2219, 2226, 2233, 2240, 2247, 2254, 2261, 2268, 2275, 2282, 2289, 2296, 2303, 2310, 2317, 2324, 2331, 2338, 2345, 2352, 2359, 2366, 2373, 2380, 2387, 2394, 2401, 2408, 2415, 2422, 2429, 2436, 2443, 2450, 2457, 2464, 2471, 2478, 2485, 2492, 2499, 2506, 2513, 2520, 2527, 2534, 2541, 2548, 2555, 2562, 2569, 2576, 2583, 2590, 2597, 2604, 2611, 2618, 2625, 2632, 2639, 2646, 2653, 2660, 2667, 2674, 2681, 2688, 2695, 2702, 2709, 2716, 2723, 2730, 2737, 2744, 2751, 2758, 2765, 2772, 2779, 2786, 2793, 2800, 2807, 2814, 2821, 2828, 2835, 2842, 2849, 2856, 2863, 2870, 2877, 2884, 2891, 2898, 2905, 2912, 2919, 2926, 2933, 2940, 2947, 2954, 2961, 2968, 2975, 2982, 2989, 2996, 3003, 3010, 3017, 3024, 3031, 3038, 3045, 3052, 3059, 3066, 3073, 3080, 3087, 3094, 3101, 3108, 3115, 3122, 3129, 3136, 3143, 3150, 3157, 3164, 3171, 3178, 3185, 3192, 3199, 3206, 3213, 3220, 3227, 3234, 3241, 3248, 3255, 3262, 3269, 3276, 3283, 3290, 3297, 3304, 3311, 3318, 3325, 3332, 3339, 3346, 3353, 3360, 3367, 3374, 3381, 3388, 3395, 3402, 3409, 3416, 3423, 3430, 3437, 3444, 3451, 3458, 3465, 3472, 3479, 3486, 3493, 3500, 3507, 3514, 3521, 3528, 3535, 3542, 3549, 3556, 3563, 3570, 3577, 3584, 3591, 3598, 3605, 3612, 3619, 3626, 3633, 3640, 3647, 3654, 3661, 3668, 3675, 3682, 3689, 3696, 3703, 3710, 3717, 3724, 3731, 3738, 3745, 3752, 3759, 3766, 3773, 3780, 3787, 3794, 3801, 3808, 3815, 3822, 3829, 3836, 3843, 3850, 3857, 3864, 3871, 3878, 3885, 3892, 3899, 3906, 3913, 3920, 3927, 3934, 3941, 3948, 3955, 3962, 3969, 3976, 3983, 3990, 3997, 4004, 4011, 4018, 4025, 4032, 4039, 4046, 4053, 4060, 4067, 4074, 4081, 4088, 4095, 4102, 4109, 4116, 4123, 4130, 4137, 4144, 4151, 4158, 4165, 4172, 4179, 4186, 4193, 4200, 4207, 4214, 4221, 4228, 4235, 4242, 4249, 4256, 4263, 4270, 4277, 4284, 4291, 4298, 4305, 4312, 4319, 4326, 4333, 4340, 4347, 4354, 4361, 4368, 4375, 4382, 4389, 4396, 4403, 4410, 4417, 4424, 4431, 4438, 4445, 4452, 4459, 4466, 4473, 4480, 4487, 4494, 4501, 4508, 4515, 4522, 4529, 4536, 4543, 4550, 4557, 4564, 4571, 4578, 4585, 4592, 4599, 4606, 4613, 4620, 4627, 4634, 4641, 4648, 4655, 4662, 4669, 4676, 4683, 4690, 4697, 4704, 4711, 4718, 4725, 4732, 4739, 4746, 4753, 4760, 4767, 4774, 4781, 4788, 4795, 4802, 4809, 4816, 4823, 4830, 4837, 4844, 4851, 4858, 4865, 4872, 4879, 4886, 4893, 4900, 4907, 4914, 4921, 4928, 4935, 4942, 4949, 4956, 4963, 4970, 4977, 4984, 4991, 4998, 5005, 5012, 5019, 5026, 5033, 5040, 5047, 5054, 5061, 5068, 5075, 5082, 5089, 5096, 5103, 5110, 5117, 5124, 5131, 5138, 5145, 5152, 5159, 5166, 5173, 5180, 5187, 5194, 5201, 5208, 5215, 5222, 5229, 5236, 5243, 5250, 5257, 5264, 5271, 5278, 5285, 5292, 5299, 5306, 5313, 5320, 5327, 5334, 5341, 5348, 5355, 5362, 5369, 5376, 5383, 5390, 5397, 5404, 5411, 5418, 5425, 5432, 5439, 5446, 5453, 5460, 5467, 5474, 5481, 5488, 5495, 5502, 5509, 5516, 5523, 5530, 5537, 5544, 5551, 5558, 5565, 5572, 5579, 5586, 5593, 5600, 5607, 5614, 5621, 5628, 5635, 5642, 5649, 5656, 5663, 5670, 5677, 5684, 5691, 5698, 5705, 5712, 5719, 5726, 5733, 5740, 5747, 5754, 5761, 5768, 5775, 5782, 5789, 5796, 5803, 5810, 5817, 5824, 5831, 5838, 5845, 5852, 5859, 5866, 5873, 5880, 5887, 5894, 5901, 5908, 5915, 5922, 5929, 5936, 5943, 5950, 5957, 5964, 5971, 5978, 5985, 5992, 6000, 6007, 6014, 6021, 6028, 6035, 6042, 6049, 6056, 6063, 6070, 6077, 6084, 6091, 6098, 6105, 6112, 6119, 6126, 6133, 6140, 6147, 6154, 6161, 6168, 6175, 6182, 6189, 6196, 6203, 6210, 6217, 6224, 6231, 6238, 6245, 6252, 6259, 6266, 6273, 6280, 6287, 6294, 6301, 6308, 6315, 6322, 6329, 6336, 6343, 6350, 6357, 6364, 6371, 6378, 6385, 6392, 6399, 6406, 6413, 6420, 6427, 6434, 6441, 6448, 6455, 6462, 6469, 6476, 6483, 6490, 6497, 6504, 6511, 6518, 6525, 6532, 6539, 6546, 6553, 6560, 6567, 6574, 6581, 6588, 6595, 6602, 6609, 6616, 6623, 6630, 6637, 6644, 6651, 6658, 6665, 6672, 6679, 6686, 6693, 6700, 6707, 6714, 6721, 6728, 6735, 6742, 6749, 6756, 6763, 6770, 6777, 6784, 6791, 6798, 6805, 6812, 6819, 6826, 6833, 6840, 6847, 6854, 6861, 6868, 6875, 6882, 6889, 6896, 6903, 6910, 6917, 6924, 6931, 6938, 6945, 6952, 6959, 6966, 6973, 6980, 6987, 6994, 7001, 7008, 7015, 7022, 7029, 7036, 7043, 7050, 7057, 7064, 7071, 7078, 7085, 7092, 7099, 7106, 7113, 7120, 7127, 7134, 7141, 7148, 7155, 7162, 7169, 7176, 7183, 7190, 7197, 7204, 7211, 7218, 7225, 7232, 7239, 7246, 7253, 7260, 7267, 7274, 7281, 7288, 7295, 7302, 7309, 7316, 7323, 7330, 7337, 7344, 7351, 7358, 7365, 7372, 7379, 7386, 7393, 7400, 7407, 7414, 7421, 7428, 7435, 7442, 7449, 7456, 7463, 7470, 7477, 7484, 7491, 7498, 7505, 7512, 7519, 7526, 7533, 7540, 7547, 7554, 7561, 7568, 7575, 7582, 7589, 7596, 7603, 7610, 7617, 7624, 7631, 7638, 7645, 7652, 7659, 7666, 7673, 7680, 7687, 7694, 7701, 7708, 7715, 7722, 7729, 7736, 7743, 7750, 7757, 7764, 7771, 7778, 7785, 7792, 7799, 7806, 7813, 7820, 7827, 7834, 7841, 7848, 7855, 7862, 7869, 7876, 7883, 7890, 7897, 7904, 7911, 7918, 7925, 7932, 7939, 7946, 7953, 7960, 7967, 7974, 7981, 7988, 7995, 8002, 8009, 8016, 8023, 8030, 8037, 8044, 8051, 8058, 8065, 8072, 8079, 8086, 8093, 8100, 8107, 8114, 8121, 8128, 8135, 8142, 8149, 8156, 8163, 8170, 8177, 8184, 8191, 8198, 8205, 8212, 8219, 8226, 8233, 8240, 8247, 8254, 8261, 8268, 8275, 8282, 8289, 8296, 8303, 8310, 8317, 8324, 8331, 8338, 8345, 8352, 8359, 8366, 8373, 8380, 8387, 8394, 8401, 8408, 8415, 8422, 8429, 8436, 8443, 8450, 8457, 8464, 8471, 8478, 8485, 8492, 8499, 8506, 8513, 8520, 8527, 8534, 8541, 8548, 8555, 8562, 8569, 8576, 8583, 8590, 8597, 8604, 8611, 8618, 8625, 8632, 8639, 8646, 8653, 8660, 8667, 8674, 8681, 8688, 8695, 8702, 8709, 8716, 8723, 8730, 8737, 8744, 8751, 8758, 8765, 8772, 8779, 8786, 8793, 8800, 8807, 8814, 8821, 8828, 8835, 8842, 8849, 8856, 8863, 8870, 8877, 8884, 8891, 8898, 8905, 8912, 8919, 8926, 8933, 8940, 8947, 8954, 8961, 8968, 8975, 8982, 8989, 8996, 9003, 9010, 9017, 9024, 9031, 9038, 9045, 9052, 9059, 9066, 9073, 9080, 9087, 9094, 9101, 9108, 9115, 9122, 9129, 9136, 9143, 9150, 9157, 9164, 9171, 9178, 9185, 9192, 9199, 9206, 9213, 9220, 9227, 9234, 9241, 9248, 9255, 9262, 9269, 9276, 9283, 9290, 9297, 9304, 9311, 9318, 9325, 9332, 9339, 9346, 9353, 9360, 9367, 9374, 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10466, 10473, 10480, 10487, 10494, 10501, 10508, 10515, 10522, 10529, 10536, 10543, 10550, 10557, 10564, 10571, 10578, 10585, 10592, 10599, 10606, 10613, 10620, 10627, 10634, 10641, 10648, 10655, 10662, 10669, 10676, 10683, 10690, 10697, 10704, 10711, 10718, 10725, 10732, 10739, 10746, 10753, 10760, 10767, 10774, 10781, 10788, 10795, 10802, 10809, 10816, 10823, 10830, 10837, 10844, 10851, 10858, 10865, 10872, 10879, 10886, 10893, 10900, 10907, 10914, 10921, 10928, 10935, 10942, 10949, 10956, 10963, 10970, 10977, 10984, 10991, 10998, 11005, 11012, 11019, 11026, 11033, 11040, 11047, 11054, 11061, 11068, 11075, 11082, 11089, 11096, 11103, 11110, 11117, 11124, 11131, 11138, 11145, 11152, 11159, 11166, 11173, 11180, 11187, 11194, 11201, 11208, 11215, 11222, 11229, 11236, 11243, 11250, 11257, 11264, 11271, 11278, 11285, 11292, 11299, 11306, 11313, 11320, 11327, 11334, 11341, 11348, 11355, 11362, 11369, 11376, 11383, 11390, 11397, 11404, 11411, 11418, 11425, 11432, 11439, 11446, 11453, 11460, 11467, 11474, 11481, 11488, 11495, 11502, 11509, 11516, 11523, 11530, 11537, 11544, 11551, 11558, 11565, 11572, 11579, 11586, 11593, 11600, 11607, 11614, 11621, 11628, 11635, 11642, 11649, 11656, 11663, 11670, 11677, 11684, 11691, 11698, 11705, 11712, 11719, 11726, 11733, 11740, 11747, 11754, 11761, 11768, 11775, 11782, 11789, 11796, 11803, 11810, 11817, 11824, 11831, 11838, 11845, 11852, 11859, 11866, 11873, 11880, 11887, 11894, 11901, 11908, 11915, 11922, 11929, 11936, 11943, 11950, 11957, 11964, 11971, 11978, 11985, 11992, 12000, 12007, 12014, 12021, 12028, 12035, 12042, 12049, 12056, 12063, 12070, 12077, 12084, 12091, 12098, 12105, 12112, 12119, 12126, 12133, 12140, 12147, 12154, 12161, 12168, 12175, 12182, 12189, 12196, 12203, 12210, 12217, 12224, 12231, 12238, 12245, 12252, 12259, 12266, 12273, 12280, 12287, 12294, 12301, 12308, 12315, 12322, 12329, 12336, 12343, 12350, 12357, 12364, 12371, 12378, 12385, 12392, 12399, 12406, 12413, 12420, 12427, 12434, 12441, 12448, 12455, 12462, 12469, 12476, 12483, 12490, 12497, 12504, 12511, 12518, 12525, 12532, 12539, 12546, 12553, 12560, 12567, 12574, 12581, 12588, 12595, 12602, 12609, 12616, 12623, 12630, 12637, 12644, 12651, 12658, 12665, 12672, 12679, 12686, 12693, 12700, 12707, 12714, 12721, 12728, 12735, 12742, 12749, 12756, 12763, 12770, 12777, 12784, 12791, 12798, 12805, 12812, 12819, 12826, 12833, 12840, 12847, 12854, 12861, 12868, 12875, 12882, 12889, 12896, 12903, 12910, 12917, 12924, 12931, 12938, 12945, 12952, 12959, 12966, 12973, 12980, 12987, 12994, 13001, 13008, 13015, 13022, 13029, 13036, 13043, 13050, 13057, 13064, 13071, 13078, 13085, 13092, 13099, 13106, 13113, 13120, 13127, 13134, 13141, 13148, 13155, 13162, 13169, 13176, 13183, 13190, 13197, 13204, 13211, 13218, 13225, 13232, 13239, 13246, 13253, 13260, 13267, 13274, 13281, 13288, 13295, 13302, 13309, 13316, 13323, 13330, 13337, 13344, 13351, 13358, 13365

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instead to rebook for a Pet Sitting Session in our discretion accept that should the Pet Sitting Session be paid for as part of a package, We will refund You for the full amount of the package less a percentage figure, either 10% if the Pet Sitting Session was discounted or 20% if the Pet Sitting Session was not discounted. The total number of Pet Sitting Sessions booked under this sub-Clause 3.10 for the purpose of this clause shall be 3.6, e.g. 4, 6, 8, 12>> v

3.13.If You do not give Us a written notice of cancellation prior notice of cancellation, We will charge You for any net financial loss. The charge will be limited to

3.13.1. 100% of the full price paid where the Pet Sitting Session was booked as a single Session and no package was booked, where that prior notice is less than <<insert same period as in sub-Clause 3.10>>

3.13.2. 75% of the full price paid where the Pet Sitting Session was booked as a single Session and no package was booked, where that prior notice is more than [insert period] but less than <<insert same period as in sub-Clause 3.10>>

3.13.3. 50% of the full price paid where the Pet Sitting Session was booked as a single Session and no package was booked, where that prior notice is more than [insert period] but less than <<insert same period as in sub-Clause 3.10>>

For this purpose, the "Full Price" means the full price paid where the Pet Sitting Session was booked as a single Session and no package was booked, or, where it was booked as part of a package it means the full price paid for it had You booked it as a single Session and no package was booked. We will be entitled to deduct that charge from any sum You have paid for the Pet Sitting Session [or the package,] and the balance to You.

3.14.If, due to exceptional circumstances, including but not limited to, illness or accident suffered by the member of Your household, You cancel a Pet Sitting Session, We will, at least <<insert same period as in sub-Clause 3.10>> prior notice, in Our discretion decide whether or not We are entitled to make under this Clause 3.

3.15.We may cancel a Pet Sitting Session if the Pet Sitting Session is not available, by the Pet Sitting Session who is:

3.15.1. The Pet sitting person is not available, by the Pet Sitting Session who is:

3.15.1.1. Us a

3.15.1.2. an individual; or

3.15.2. [where the Pet Sitting Session is not available and an alternative Pet Sitting Session on our behalf is available to engage that person;]

3.15.3. an event does occur and continues for more than <<insert same period as in sub-Clause 3.10>>

3.15.4. We find that the Pet Sitting Session is not available, by the Pet Sitting Session who is:

ing Session and if We then in our discretion accept that should the Pet Sitting Session be paid for as part of a package, We will refund You for the full amount of the package less a percentage figure, either 10% if the Pet Sitting Session was discounted or 20% if the Pet Sitting Session was not discounted. The total number of Pet Sitting Sessions booked under this sub-Clause 3.10 for the purpose of this clause shall be 3.6, e.g. 4, 6, 8, 12>> v

period as in first line of Clause 3.10> prior notice of cancellation, We will be entitled to charge You for any net financial loss due to Your cancellation but that charge will be limited to

Sitting Session where that prior notice is less than <<insert same period as in sub-Clause 3.10>>

prior notice is more than [insert period] but less than <<insert same period as in sub-Clause 3.10>>

prior notice is more than [insert period] but less than <<insert same period as in sub-Clause 3.10>>

l price paid where the Pet Sitting Session was booked as a single Session and no package was booked, or, where it was booked as part of a package it means the full price paid for it had You booked it as a single Session and no package was booked. We will be entitled to deduct that charge from any sum You have paid for the Pet Sitting Session [or the package,] and the balance to You.

g, but not limited to, illness or accident suffered by the member of Your household, You cancel a Pet Sitting Session, We will, at least <<insert same period as in sub-Clause 3.10>> prior notice, in Our discretion decide whether or not We are entitled to make under this Clause 3.

before the start time and date of the Pet Sitting Session:

the Pet Sitting Session is not available, by the Pet Sitting Session who is:

individual; or

with Your approval at the time of booking to provide the Pet Sitting Session on Our behalf;

not available and an alternative Pet Sitting Session on our behalf is available to engage that person;]

ow occurs and continues for more than <<insert same period as in sub-Clause 3.10>>

r" (as defined in Clause 1 above).

<sup>1</sup> Only when the minimum notice period has been given in sub-Clause 3.11.

If We cancel the payment paid for as p

Where it was cancelled Pet the <<insert the package after the date instead of n Session that alone Pet Si

3.16. We will booked a previous least << for a Pet time, You payment for as pa to rebook cancellat

3.17. Pet Sitting Sitting S You as n

3.18. We may

3.18.

3.18.

You r comp

[If at have Sess used refund the r pro r price

3.19. Where t “busines rights se given to cancel a booking, date wh requeste period at You must other Pe

such circumstances, We will refund to You in full Us for that Pet Sitting Session [.] [unless it was a case the following will apply instead.

will not make a refund but You may rebook that (at further payment) for another date falling within > week period after the date when You paid for less than <<insert period e.g. 2, 4, 6, 8>> weeks Sitting Session and You prefer to have a refund d You the price for that cancelled Pet Sitting r it if it had been booked and paid for as a stand-

avours to start the Pet Sitting Session You have e, but the start may be delayed by overrun of a y other circumstances. If a delay to the start is at e/two hours>>, or, if at any time before We arrive ify You that there will be a delay of at least that ting Session and We will refund to You in full the Js for that Pet Sitting Session [unless it was paid case the final paragraph of sub-Clause 3.13 (as cancelled Pet Sitting Session) will also apply to e 3.14].

[and Pet sitters available to be allocated to Pet change from time to time but We will try to give ible of any such changes.

Pet Sitting Session if:

ch amounts to Your material breach of these s; or

essive or dangerous or otherwise poses a threat y of any other animal or of the Pet sitter or other

y refund for a Pet Sitting Session started but not

d for any Pet Sitting Sessions as a package but made use of one or more of such Pet Sitting ose Pet Sitting Sessions not yet booked and/or ne of that cancellation and in that case We will Pet Sitting Session in the package cancelled and mber of package Pet Sitting Sessions not taken g Sessions in the package as a proportion of the ge.]

ith You is not made on business premises (as the Regulations), the Regulations give You the 3.17, and they will be in addition to the rights sions of this Clause 3. You may for any reason on during the 14 day period after We accept that des any Pet Sitting Session commencing on a that 14 day period, and if You have expressly e any such Pet Sitting Session in that 14 day ot cancel that requested Pet Sitting Session and ce with Clause 4, and You may only cancel any y by that booking.

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If You request that You cancel as allowed by Us, at a time convenient to You. [You must confirm this in any way set out in the Cancellation Form set out in the Terms and Conditions]

If You cancel as allowed by Us, and You have already made any payment(s) to Us for the Pet Sitting Session(s) covered by the package, We will refund the payment(s) to You within 14 days of receiving Your request, and You will be responsible for the amount due for the Pet Sitting Session(s) covered by the package.

[For this purpose, when You cancel as part of a package, We will refund the payment(s) to You within 14 days of receiving Your request, and You will be responsible for the amount due for the Pet Sitting Session(s) covered by the package.]

You must confirm this in any way set out in the Cancellation Form set out in the Terms and Conditions]

If You cancel as allowed by Us, and You have already made any payment(s) to Us for the Pet Sitting Session(s) covered by the package, We will refund the payment(s) to You within 14 days of receiving Your request, and You will be responsible for the amount due for the Pet Sitting Session(s) covered by the package.

[For this purpose, when You cancel as part of a package, We will refund the payment(s) to You within 14 days of receiving Your request, and You will be responsible for the amount due for the Pet Sitting Session(s) covered by the package.]

#### 4. Fees, Expenses and Payment

4.1. You must pay in accordance with Our Price List. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide.

4.1. You must pay in accordance with Our Price List. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide. We fully and correctly invoice You for all Pet Sitting Sessions that We provide, and You must pay Us for all Pet Sitting Sessions that We provide.

4.2. You may pay Us for Pet Sitting Sessions by any of the following methods:

4.2. You may pay Us for Pet Sitting Sessions by any of the following methods:

4.2.1. <<Insert Method B (e.g. By Phone or Using Our Online Booking System)>>]

4.2.1. <<Insert Method B (e.g. By Phone or Using Our Online Booking System)>>]

4.2.2. <<Insert Method C (e.g. By Credit Card)>>]

4.2.2. <<Insert Method C (e.g. By Credit Card)>>]

4.2.3. <<Insert Method D (e.g. By Debit Card)>>]

4.2.3. <<Insert Method D (e.g. By Debit Card)>>]

4.2.4. <<Insert Method E (e.g. By Bank Transfer)>>]

4.2.4. <<Insert Method E (e.g. By Bank Transfer)>>]

4.3. We may alter Our price for Pet Sitting Sessions if the price of any Pet Sitting Session increases between the date that You book it and the date of the Pet Sitting Session. We will inform You of any change in price to You for the Pet Sitting Session on that date.

4.3. We may alter Our price for Pet Sitting Sessions if the price of any Pet Sitting Session increases between the date that You book it and the date of the Pet Sitting Session. We will inform You of any change in price to You for the Pet Sitting Session on that date.

4.4. All prices of Pet Sitting Sessions are inclusive of any Value Added Tax chargeable in the United Kingdom.

4.4. All prices of Pet Sitting Sessions are inclusive of any Value Added Tax chargeable in the United Kingdom.

4.5. Where We properly invoice You for any items that You are required to provide by sub-Clause 6.7.6 to provide which You have failed to provide, You must pay Us for the cost or expense of those items on request. We will provide You with relevant invoices and/or receipts.

4.5. Where We properly invoice You for any items that You are required to provide by sub-Clause 6.7.6 to provide which You have failed to provide, You must pay Us for the cost or expense of those items on request. We will provide You with relevant invoices and/or receipts.

4.6. Where We properly invoice You for any items that You are required to provide by sub-Clause 6.7.6 to provide which You have failed to provide, You must pay Us for the cost or expense of those items on request. We will provide You with relevant invoices and/or receipts.

4.6. Where We properly invoice You for any items that You are required to provide by sub-Clause 6.7.6 to provide which You have failed to provide, You must pay Us for the cost or expense of those items on request. We will provide You with relevant invoices and/or receipts.

#### 5. Eligibility to receive a Pet Sitting Session

5.1. We only make any Pet Sitting Sessions available to a "Consumer" (as defined in Clause 1 above). Your registration with Us will be deemed to be a confirmation that You are a "Consumer" in connection with any request(s) for a Pet Sitting Session. If at any time We find that you are not a "Consumer", We may require You to cancel Your registration with Us.

5.1. We only make any Pet Sitting Sessions available to a "Consumer" (as defined in Clause 1 above). Your registration with Us will be deemed to be a confirmation that You are a "Consumer" in connection with any request(s) for a Pet Sitting Session. If at any time We find that you are not a "Consumer", We may require You to cancel Your registration with Us.

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- 5.2. We will  
available  
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## 6. Health, Safe

- 6.1. For the p

- 6.1.1.  
6.1.2.

- 6.1.3.

- 6.1.4.

- 6.1.5.

- 6.1.6.

- 6.1.7.

- 6.2. After Yo  
Safety In  
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Safety In

- 6.3. If You be  
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ation notice and You will not then be entitled to  
Pet Sitting Sessions. [If at the time of such  
Pet Sitting Sessions as a package but have not yet  
Sitting Sessions, We will refund You for those Pet  
and the refund will be for the number of package  
pro rata to the total number of Pet Sitting Sessions  
the price paid for the whole package].

tion to register or make any Pet Sitting Session  
aged <<Insert Age E.g. 18>> or over. We may  
that purpose.

## Requirements.

g Session You must:

h all Health & Safety Rules;

You have not complied with any Health & Safety  
any such non-compliance not less than [e.g. 24,  
re than [e.g. 48, 72] hours before the scheduled  
Session;

booking for that Pet Sitting Session, and also not  
[e.g. 48, 72] hours and not more than [e.g. 48, 72] hours  
g Session, ascertain and disclose to Us all  
Safety Information;

of Pet Sitting Session any items that in Our  
We request when You make a booking, together  
pet food, medicine, litter, cleaning materials and  
reasonably necessary for the proper care, cleaning  
Pet. This should include, without limitation, a first  
e Pet, a scooper and waste bags for removal of  
is a dog and the Pet sitter is to walk the dog in a

Pet is a dog, at the commencement of each Pet  
compliance with the relevant law, the Pet has a  
and address inscribed on it or a plate or badge  
We can use when taking the Pet outdoors for

e Pet is a dog, the Pet is microchipped and its  
n authorised database[.] [;] [and]

e Pet is not a dog, the Pet is microchipped and its  
an authorised database [where] **OR** [whether or  
ces include taking the Pet for exercise outside of  
emises.]

will discuss with You the Disclosable Health &  
compliance with any of the Health & Safety Rules  
e will inform You if We decide not to accept Your  
e do accept Your booking, You must act in  
provided by Us relating to the disclosed Health &  
d non-compliance with Health & Safety Rules.

n do not disclose to Us any Disclosable Health &  
mpliance with any of the Health & Safety Rules,  
sclosed Disclosable Health & Safety Information  
ith Health & Safety Rules, We will be entitled not  
Sitting Session or any other Pet Sitting Sessions



and to treat any such  
cancelled by You without  
that cancelled Pet Sitting  
above.

[If that Pet Sitting Session  
remaining Pet Sitting Sessions  
for each of the remaining  
total package price divided by  
package.]

6.4. In any case where We  
surgeon to ensure the health  
emergency where We  
do so, endeavour to contact  
If We are unable to contact  
entitled to contact and  
about the matter.

6.5. The veterinary surgeon  
surgeon whose name and  
You have not given Us  
contact that veterinary  
contact and engage and

6.6. The "Disclosable Health

6.6.1 any medical condition  
(including a chronic condition)  
house training, aggression,  
sensitivity to handling,  
special needs or requirements  
or might be a risk to the  
Pet sitter or other persons  
Sitting Session or to  
any of Your Premises;

6.6.3 type, breed, age, sex

6.6.3 where sub-Clause 6.6.1  
instructions relevant to the

6.7. The "Health & Safety Requirements

6.7.1. You must not allow  
Pet Sitting Session to  
Clause 8 above.

6.7.2. You must ensure the  
to date with a valid  
Association) and that the  
received flea and wormer

6.7.3. You must provide  
any time during the  
trusted third party  
contact with the

6.7.4. You authorise Us

or the affected part of it/them) as  
We may make a charge to You for  
it) as set out in sub-Clause 3.11

, We may also cancel any other  
and in that case We will refund You  
We cancel an amount equal to the  
of Pet Sitting Sessions in the total

We should contact a veterinary  
the Pet, We will, except in an  
considers it impracticable or unsafe to  
so to discuss the matter with You.  
in a reasonable time, We will be  
without having spoken to You

any case will only be the veterinary  
have given to Us except that where  
any reason or We are not able to  
reasonable time, We will be entitled to  
n.

all of the following information:

characteristic or behavioural issue  
(aggression), incontinence, lack of  
ing, whining or other noise, anxiety,  
cleaning or grooming needs or any  
h, if not dealt with appropriately, is  
ety or welfare of the Pet, or to Our  
ublic or other animal during a Pet  
o damage to Your Premises or to  
y;

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details of the items, actions and  
use.

ng:

a Pet Sitting Session or permit a  
ess all Your warranties set out in

a Pet Sitting Session the Pet is up  
mmended by the British Veterinary  
s before Pet Sitting Session it has  
de-wormer treatments;

phone number for You to use at  
sion and the phone number of a  
n an emergency if unable to make

We may make decisions regarding

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safety provided that We at all times act in the best interests of the Pet and that We take and act on the advice of a qualified veterinary surgeon where in an emergency it is prudent to seek and act on such advice in order that We can safeguard the Pet's health

6.7.5. We shall require a qualified veterinary surgeon to provide any advice or assistance requested by this Clause 6, whether or not in the absence of a qualified veterinary surgeon, and we are also permitted or required by these Terms and Conditions to take any other step(s);

6.7.6. We shall require the Pet Sitter, during that Pet Sitting Session, to ensure the health or safety of the Pet by ensuring that any necessary for the Pet to be given any medication or treatment, or any particular equipment or other item required for that Pet Sitting Session, must be provided to Us before that Pet Sitting Session commences, and that the Pet Sitter must provide Us with appropriate instructions; and

6.7.7. We shall require the Pet Sitter, at the time of each booking of a [package of] Pet Sitting Sessions, to provide Us with the name, address and phone number of a qualified veterinary surgeon

6.8. Where You incur any veterinary fees under this Clause 6, You shall reimburse Us with any veterinary fees that We incur under this Clause 6, and you with such of those fees, if any, which We do not reimburse Us under Our insurance (as to which see sub-Clause 9.2).

## 7. Arrangements for the Pet Sitter to occupy Your Premises

In relation to

7.1. You will permit the Pet Sitter to occupy Your Premises during that Pet Sitting Session, and to use any equipment necessary for the purposes of providing the Pet Sitting Services.

7.2. You will ensure that Your Premises will be clean and fit for the Pet Sitter to occupy.

7.3. You will ensure that no other person or pet, other than as specifically agreed when booking, will be present in Your Premises during any of that Pet Sitting Session;

7.4. You will ensure that no other person (other than a friend, relative) at any time during that Pet Sitting Session will be present in Your Premises without their own key;

7.5. We agree that nothing in relation to it will constitute a lease to Us of Your Premises, and that it will only be a licence for the Pet sitter to occupy Your Premises pursuant to sub-Clause 7.1 above, and that neither We nor any other person will be present in Your Premises;

7.6. We will ensure that the Pet Sitter vacates Your Premises at the end of that Pet Sitting Session.

7.7. You will provide the Pet Sitter with a set of keys for Your Premises, and You will ensure that the Pet Sitter provides a neighbour/local contact/local friend or relative if You wish.

7.8. [You will ensure that the Pet Sitter provides a neighbour/local contact/local friend or relative to act as a local contact for the Pet sitter to contact in an emergency to liaise with Us in the event of an emergency.]

- 7.9. [You will arrange for and ensure that you have a suitable home broadband facility available for use by the Pet sitter during the Pet Sitting Session;]
- 7.10.[You will provide a free and suitable place for the Pet sitter to store their belongings in a secure area (e.g. locked cupboard or attic);]
- 7.12.[You will leave instructions and show the Pet sitter where the electricity and gas services, fuse boxes and cut-off switches are;]]
- 7.13.[You will leave instructions and show the Pet sitter where the water mains tap and means of access to your sewer system are;]
- 7.14.[You will leave instructions and show the Pet sitter where the heating and hot water;] [and]
- 7.15.[You will leave instructions and show the Pet sitter where the associated equipment including remote controls.]

## 8. Your Warranties

- 8.1. You warrant and undertake to the Pet sitter during each Pet Sitting Session that the Pet
- 8.1.1. does not suffer from any illness or injury other than in relation to food;
- 8.1.2. has never been injured or harmed by any other animal or human;
- 8.1.3. where it is a dog, is not trained to attack, guard, police, or hunt; and it would not be trained to attack;
- 8.1.4. is not suffering from any illness or injury which may be transmitted to or cause harm to any other animal or human;
- 8.1.5. has been registered on an authorised database, and is compliant with the requirements of these Terms and Conditions;
- 8.2. If We discover at any time that the Pet does not comply with Clause 8.1 are not true or correct, We may have in the circumstances a claim against You for the Pet.

## 9. The Services We provide

We will provide You with the Pet Sitting Services subject to the following and all other provisions of the Terms and Conditions.

- 9.1. We will make every reasonable effort to ensure the good health, cleanliness, and safety of the Pet during the Pet Sitting Session.
- 9.2. During any Pet Sitting Session, the Pet (on its own, not with the Pet sitter) will use a scooper to pick up the Pet's waste, and properly dispose of it in a suitable dustbin;
- 9.3. The Pet sitter will use a suitable dustbin for the Pet's waste, if requested by You whether or not the Pet is a dog;
- 9.4. The Pet sitter will feed the Pet with the food that You provide to the Pet sitter for

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## Litter using Your Premises

- ### Any Pet Sitting Session:

- Your Premises for the Pet Sitting Session for special reasons.
- 10.2. We will ensure that the Pet Sitter does not:
- 10.2.1. use any of Your Premises for any illegal purpose;
  - 10.2.2. cause a nuisance or disturbance to be caused on any of Your Premises;
  - 10.2.3. interfere, or cause a nuisance or disturbance, with the reasonable peace, comfort or convenience of Your Premises or Your neighbours;
  - 10.2.4. sub-let (and/or allow any person to occupy any part of) any of Your Premises nor will We allow any person to temporarily stay unless You grant permission. A visitor may have a visitor for personal or social reasons provided the length of a Pet Sitting Session does not exceed << 24 hours>> hours, no such visitor stays overnight or for more than << 24 hours>> hours cumulatively in any Pet Sitting Session without Your permission;
  - 10.2.5. keep any animal other than the Pet without Your permission;
  - 10.2.6. cause or allow any damage to be caused to Your Premises.
- 10.3. We will ensure that the Pet Sitter:
- 10.3.1. regularly cleans the Pet Sitting Session area, if the Pet Sitting Session exceeds 24 hours, unless otherwise agreed;
  - 10.3.2. maintains the Pet Sitting Session in a condition which is as clean and tidy as at the start of the Pet Sitting Session for that purpose;
  - 10.3.3. notifies You of any damage to Your Premises or any contents thereof occurring during the Pet Sitting Session and after it occurs;
  - 10.3.4. deals with household waste and recycling as directed by You;
  - 10.3.5. reports any problem to You and makes arrangements to deal with any such problem;
  - 10.3.6. takes reasonable care of the Pet, its belongings, fittings and contents of Your Premises;
  - 10.3.7. takes reasonable steps to safeguard Your Premises and its contents;
  - 10.3.8. is not absent from the Pet Sitting Session for more than [e.g. 3] hours during daylight hours (where the Pet Sitting Session exceeds [e.g. 3] hours) unless You agree in writing, does not leave the Pet alone after dark except [to exercise the Pet (if it is a dog) on a lead];
  - 10.3.9. [as an exception to the above] in an emergency concerning the Pet or the Premises, the Pet Sitter may leave the Premises for as long as necessary to seek medical attention for the Pet if the Pet is ill the Pet sitter leaves with the Pet to a veterinary surgeon or where instead the Pet is injured, the Pet Sitter takes the Pet with them to a veterinary surgeon or other appropriate facility until the Pet Sitter returns to the Premises or the Pet sitter arranges for another person to take care of the Pet.

		Pet to Your Premises and stay there with it until to return to Your Premises;]
10.3.		you for any personal telephone calls made by the line; and
10.3.		ood, drink, bedding and towels.
10.4.	Since the disclosure	keys to Your Premises, We will have a basic carried out for the Pet sitter.
<b>11. Events beyond Our control</b>		
11.1.	We will not the contract	ure or delay in performing Our obligations under use beyond Our reasonable control.
11.2.	If any event affect Our You as any time You when availability Us, cancel event, and for the cost part of a amount of Sitting S	Clause 11.1 occurs that is likely to adversely bligations under the contract, We will try to inform ossible, Our obligations will be suspended and d by will be extended accordingly. We will inform nd provide details of any new dates, times or ion[s] as necessary. You may, without liability to on[s] which [do][does] not take place due to that he advance payment that You have made to Us ion[s]. [Where a cancelled Pet Sitting Session is nd You for each such Pet Sitting Session an r the package divided by the total number of Pet
<b>12. Limitation of liability</b>		
12.1.	We will be a result negligence breach of with You foreseeable	foreseeable loss or damage that You may suffer as e Terms and Conditions or as a result of Our foreseeable if it is an obvious consequence of Our contemplated by You and Us when Our contract be responsible for any loss or damage that is not
12.2.	We provide use/purpose interrupted	s to You only for Your personal and private le to You for any loss of profit, loss of business, r loss of business opportunity.
12.3.	We will not 12.3. 12.3. provision	ent or circumstances: acts an illness or sustains injury or death; or ot attributable to any negligence on Our part.
12.4.	[Our total loss or cost and Con	with any particular contract for Services for any ult of Our negligence or breach of these Terms £<<insert sum>>.]
12.5.	Nothing liability for Our entire misrepresentation	ditions is intended to or will exclude or limit Our ury caused by Our negligence (including that of sub-contractors) or for fraud or fraudulent
12.6.	Furthermore	umer" as defined by the Consumer Rights Act

2015, or a consumer protection legislation, nothing in this limitation, prejudice, or other rights or remedies, or C

12.6.1. the Consum

12.6.2. the Regulati

12.6.3. the Consum

12.6.4. any other co

as that legislation is

For more details c  
Advice Bureau or T

any other consumer protection provisions is intended to or will exclude, duties or obligations to You, or Your

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ation

me.

ase refer to Your local Citizens'

### 13. Changes to Terms and Co

We may from time to time and Conditions without giving You notice, but We will use C urs to inform You as soon as is reasonably possible of any

### 14. How We use Your Person

tection)

We will only use Your pe  
name, e.g. Privacy Notice>

et out in Our <<insert document  
le from <<insert location(s)>>].

### 15. Regulations

We are required by the R  
made available to You as  
before We accept Your  
information is already appa  
the information itself either  
will make it available to Yo  
booking. All of that inform  
terms of Our contract with Y

at certain information is given or  
make Our contract with You (i.e.  
e a booking) except where that  
the transaction. We have included  
ditions for You to see now, or We  
request to register and/or make a  
y the Regulations, be part of the

### 16. Information

As required by the Regulat

16.1.all of the information de

16.2.any other information  
Ourselves and Our bus  
a booking or when mak

will be part of the terms of C

d

u about any of the Services or  
to account when deciding to make  
about Pet Sitting Sessions;

a Consumer.

### 17. Complaints

We always welcome feedl  
endeavours to ensure tha  
nevertheless want to hear  
any complaint about Our S  
matter with [Us] OR <<Inse  
Our Premises] [or by][by] [

st We always use all reasonable  
Our client is a positive one, We  
y cause for complaint. If You have  
complaint about Us, please raise the  
contact>> who can be contacted [at  
one, Email or Post>>].

## 18. No Waiver

No failure or omission to exercise any rights under these Terms and Conditions shall constitute a waiver of that right, and no waiver by Us or You of one or more provisions of these Terms and Conditions means that We or You will waive any other provisions of the same or any other provision.

## 19. Severance

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable, or in part the validity of the other provisions of these Terms and Conditions shall not be affected.

## 20. Law and Jurisdiction

20.1. These Terms and Conditions (each booking contract, and the relationship between Us and You (contractual or otherwise) shall be governed by, and construed in accordance with, the law of [England & Wales] [Northern Ireland] [Scotland].

20.2. As a condition of booking, You agree that no law or any mandatory provisions of the law in Your country or any other country shall take away or reduce or limit Your rights or remedies on those provisions.

20.3. Any dispute or proceedings or claim between You and Us relating to any booking contract, or the relationship between Us and You (contractual or otherwise) shall be subject to the jurisdiction of the courts of England and Wales, Scotland or Northern Ireland, as determined by Your residence.

<<Insert details of standard booking conditions. You should amend or replace this text with the actual booking conditions.>>

### A. Individual Sessions

Price for one Pet Sitting Session booked and paid for as a single Pet Sitting Session only:

- e.g. <<£AA for the first hour and £BB for each further hour or part thereof>>
- e.g. <<£CC for the first two hours and £DD for each further hour or part thereof>>
- e.g. <<£EE for the first three hours and £FF for each further hour or part thereof>>
- e.g. <<£GG for the first four hours and £HH for each further hour or part thereof>>

### B. Package of Sessions

Discounted price for a package of Pet Sitting Sessions where a number of Pet Sitting Sessions are booked and paid for together as a package, e.g. 4>> Pet Sitting Sessions are booked and paid for together as a package, e.g. 4>>

- e.g. <<£II (=£BB less discount) for each period of four hours and £JJ (=£BB less discount) for each further period of four hours or part thereof>>
- e.g. <<£KK (=£DD less discount) for each period of eight hours and £LL (= £DD less discount) for each further period of eight hours or part thereof>>



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## Privacy Notice

[Our Privacy Notice>>\]](#)

Date: