



Terms of Service & Policies

Our Commitment & Your Role

Relationship & Responsibilities

- You are engaging the Company and its Staff on a contractual basis. All Staff are subject to their contractual obligation to The Pet Sitting Co. LLC.
- The Company is responsible for all Staff employment obligations, insurance, declarations, and payments for income tax and VAT as required by law.
- The Company will perform the agreed-upon services in an attentive, reliable, and caring manner.
- The Customer must provide all necessary information to help us, including:
 - Updating information in the system.
 - Providing records of microchips and vaccines.
 - Providing necessary and adequate supplies for pet care.

Definitions and Scope of Agreement

Term	Definition
"Company"/"The Company"	Refers to The Pet Sitting Co, LLC
"Customer"	Individuals agreeing to purchase services from The Pet Sitting Co, LLC in exchange for payment.
"Agreement"	Composed of these Terms of Service & Policies, your information in our online data management system ("the System"), and the Veterinary Release Form
"pets"	Refers only to those pets specified in the system and on the Veterinary Release Form
"staff"	Refers to employee pet sitters, dog walkers, and animal caretakers of The Pet Sitting Co, LLC.
"Holiday" and "One off" Bookings	Bookings which are scheduled on an infrequent and as-needed basis.
"Repeat Bookings"	Bookings which are scheduled on a regular schedule (same days and times) repeating ad infinitum or until no longer needed.
"Frequent Floofer"	Appointments which are repeat bookings for dogs and occur with a particular frequency and incur a discount.

The Pet Sitting Co, LLC
31 At Tarjeebah St, Musaffah 26, Abu Dhabi, UAE
CN- 2862810

Communication

Official Communication Channels

All communication between the Company, its Staff, and you must be conducted exclusively through official channels: Company WhatsApp, email, and the system/app chat feature.

Staff Member	Communication Role
Administrative staff	Please contact the administrative staff for all scheduling, booking, and payments. We are available during working hours by Whatsapp and phone (best) at +971 52 854 5674 or by email at welovepets@thepetsittingco.ae For after hours and emergencies, please call or Whatsapp +971 55 55 00 738
Staff	May only communicate directly with customers at appointments and via the system/app chat feature (for convenience.) Staff have no ability to schedule appointments, adjust schedules, create invoices, or receive payments. All scheduling is done through the system or administrative channels. Chat Feature Availability: As Staff are not on 24-hour duty, they will answer the chat feature as they are available. They are strictly prohibited from sharing their personal phone numbers.

Pricing, Booking, & Payment

Pricing

- A complete list of services and current prices is available on our webpage (<http://www.thepetsittingco.ae/downloadables/downloadables>) and in the system.
- Prices are subject to change.
 - Price Lock: Once an ad hoc appointment is scheduled and the deposit is received, the price is set.
 - Repeat Appointments: Rate changes for repeat appointments will be subject to 30 days' notice.

Standard booking Procedures

You must submit a request via the system or official channels. Appointments not requested at least 48 hours in advance are subject to fees below.

Bookings go through 3 stages: Request, Approval and Confirmation. The Company does not guarantee availability or agreement to perform services without an approved request, scheduled appointment, and the required deposit in the system.

For requests with less than 72 hours notice, please contact our administrative staff directly.

Operational Rights

The Company retains the right to replace or reassign Staff as necessary for the safety of the Staff and smooth company operations. We will endeavor to notify you ahead of time, but will only do this when absolutely necessary.

Payment and Deposits

Deposit Requirement: You must supply a 50% deposit to cover all pre-arranged dates. Deposits are non-refundable.

Fees & Additional Costs

Type	Details
Registration Charge	A one-time fee applied to all new customers (as listed in the services menu). Includes: a meet and greet with key pickup and all related administrative work including assessments and setup. Billable on the first invoice in advance of the meet and greet appointment.
Last Minute Booking	Applies to each service visit not scheduled 48 hours or more in advance.
Key Pickup and Dropoff Service	Applies to all additional key pick-ups and drop-offs outside of normal visits.
Supplies Reimbursement	You must reimburse the Company for additional costs incurred for the care of the pet(s) (e.g., food, litter, cleaning supplies, transportation, unexpected visits, emergency expenses). The Company will retain and submit receipts. Reimbursement is due upon completion of services and no later than 3 days after the last scheduled date.

Security & Key Control

We have established a set of guidelines for the safety and security of your home, property, and pets.

Policy	Explanation
No Shared Responsibility	While your pet(s) are under our care, no other individual (hired or by favor) can be responsible for them, other than the owners and/or permanent residents (e.g., domestic helpers, direct family members).
Secured Doors	All doors must be secured at all times.
Key Safety	The Company guarantees to keep all keys, entry devices, access codes, and personal information safe and confidential. We give each key a unique label which cannot be used to identify the house to which it belongs so that in the unlikely event that it is lost or stolen, it cannot be used.
Key Return	Keys can be returned to you by appointment - on a specified day and time, if pre-arranged, or made available for return within 48 hours of your request. Pick up or return of keys outside of normal visits incurs a charge (see Key Service Fee).
Emergency Key Copy	The Company retains the right to make secondary copies of your key to secure at company premises for emergencies/lockouts. If you wish to be exempt, you must provide (at your own expense) a key lockbox to be installed adjacent to your main door with a duplicate key for emergencies.
Key Handover Rules	Keys must be received directly from the customer or building employees (reception, concierge, security). The Company is NOT responsible for keys left in "hiding places" (e.g., under the doormat) for Staff retrieval. Staff will NOT leave keys in unsecured hiding locations at the conclusion of services. They will only be returned directly to the owner or via building personnel who must sign for them. For the pets' safety, and in case of delayed owner return, Staff will not leave keys behind in residences with automatically locking doors.

Cancellation and Termination

Customer Initiated Cancellations

Customers are free to cancel their appointments at any time based on the following terms and scenarios.

Notice to Avoid Full Charge	Scenario	Penalty/Deposit Policy
Repeating Scheduled Appointments		
At least 24 hours	Appointment is scheduled at 11 am on a Tuesday. Customer messages at 12 noon on Monday.	Payment is required in full. No credit for pre-paid appointments.
	Appointment is scheduled on a Tuesday at 11 am. Customer messages on Sunday to cancel.	No payment due. Prepayment will be scheduled for future appointments.
Holiday and One-off Bookings		
At least 72 Hours before the first booked day in the series	Appointments begin on a Thursday at 6pm. The remaining balance is due by Monday at 6pm (72 hours before the first appointment.) Customers' travel plans change and they call on Sunday to notify us.	The deposit is forfeit. No additional payment due. Prepaid remainder balances can be applied to future bookings or refunded.
	Appointments begin on a Thursday at 6pm. Remainder balance is due by Monday at 6pm (72 hours before the first appointment.) Customer's travel plans change and they call on Tuesday to notify us.	Deposit is forfeit. The remaining balance is due if not yet received and forfeit. Special exceptions can be applied at management discretion for the remainder balance to be held as non-refundable credit.

Company-Initiated Cancellation

We will endeavor to never cancel your appointments except in extreme emergencies, but if we do, the following applies.

- Standard: Minimum of 72 hours' notice provided. You are entitled to a full refund.
- Extreme Circumstance (Force Majeure): We may cancel with less notice only due to an extreme, uncontrollable event (e.g., natural disaster, war) that makes fulfilling the contract impossible.

Termination for Cause (No Refund)

The Company reserves the right to immediately terminate this agreement (and future appointments) without any refund or relief from outstanding payments if:

- Aggressive Pet: Your pet becomes aggressive or dangerous. We will first try to contact you to take responsibility. If you can't be reached or are unwilling, we may place the pet in a kennel at your expense. If termination occurs under these circumstances, the Company may agree to continue caring for other listed pets or home duties, but there will be no reduction in
- Wrongful Information: You provide wrongful or misleading information in your Customer Profile.
- Failure to Disclose 3rd Parties: You fail to disclose any other individual (maids, friends, watchmen, etc.) with authorized or potential access to your residence during the service dates. This information must be recorded in your system profile.

Emergency & Pet Abandonment

Pet Medical Emergencies

- The Company will first contact you at the numbers provided to confirm your choice of action.
- If you cannot be reached before a decision must be made, or the situation is immediately life-threatening, the Company is authorized to:
 - Transport the pet(s) to the listed veterinarian.
 - Request on-site treatment from a veterinarian.
 - Transport the pet(s) to an emergency clinic.

Failure to Return & Abandonment

- Your Responsibility: You must confirm your return and availability to resume care prior to or on the last day of service.
- Travel Delays: If the Company performs additional visits due to your delay, a surcharge will be applied per visit, equal to the Last Minute Booking fee.
- Failure to Return & Unreachable: The emergency contact will be asked to step forward and take responsibility. If no one steps forward, the Company shall continue to care for the pets for 7 days. After 7 days with no responsible party reached, the pet(s) will be considered abandoned.
- Consequences of Abandonment:
 - The Company will be held harmless for taking appropriate action for the welfare of the pet(s).
 - Pet(s) become the property of the Company and may be surrendered to an appropriate welfare organization or shelter for re-homing.
 - The organization receiving the pet is under no obligation to release the pet or any information to the Customer should you subsequently return.

Liability

The Company and all related Staff accept no liability for:

- Any breach of security or loss or damage to your property, including theft of pets, due to unlawful and unauthorized entry of third parties.
- Any breach of security or loss or damage to your property if any other person (e.g., cleaners, watchmen, domestic staff) has access to your property.
- Any mishap to a pet or caused by a pet while unsupervised.
- Any mishap to a pet that is allowed access to the outdoors. (The Company has a strict policy of indoor and leashed animals only and we do not allow cats on balconies, even netted balconies, without direct observation.)
- Any liability related to transporting pets to and from a veterinary clinic or kennel, the medical treatment, and the expense thereof.
- The Customer is liable for all medical expenses and damages caused by the pet, to their own or a third party's property.

Indemnification

- If a pet accidentally dies, becomes ill, injured, or lost, Pet Owner waives and releases Pet Sitter from any claim arising from such an incident.
- If a pet bites or injures Pet Sitter, any other human or animal, Pet Owner will be responsible for any resulting injury. In addition, Pet Owner shall hold harmless and indemnify Pet Sitter against any and all costs, expenses, losses, liabilities and claims arising out of or relating to any acts of the pet(s) except if arising out of the negligence or intentional misconduct on the part of the Pet Sitter.
- If any temperament or health issues are not disclosed in writing in this contract, Pet Sitter is not responsible for any issues that may arise.

Images and Social Media

- You acknowledge that the Company may use images of your pet on social media.
- The Company will try to avoid photos that reveal personal information (home location, property, name).
- To Opt-Out: You must submit your wish to be omitted from social media postings in writing to amanda@thepetsittingco.ae.

General Terms

The Whole Agreement & Changes

These Terms, the information in the system, and the Veterinary Release Form constitute the sole and entire agreement. You waive the right to rely on any other alleged provision.

Any alteration to this agreement must be in writing, updated in the system, and digitally signed by the customer.

Assignment

Neither party may assign rights or delegate obligations without the other party's prior written consent. Exception: If a bona fide emergency or weather prohibits the Company from fulfilling its duties, the pet's Guardian or agreed replacement Company may be called upon to care for the pet(s).

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Governing Law

These terms are governed by the laws of the Emirate of Abu Dhabi and UAE Federal Courts. If any provision is judged invalid by a court, it will not affect any of the remaining provisions.

General Provisions

The parties agree that any or all parts of these terms may be submitted and acknowledged in legible and recordable electronic form in the appointment management system, and upon

Headings are for convenience only and do not affect the interpretation of rights or obligations.

Words signifying one gender shall include the other, and the singular shall include the plural, and vice versa.

Binding Effect

These terms are binding on and enforceable by both parties' successors, legal representatives, and assigns. They are put into effect either by exchanging services for payment or by your digital signature in the Company's data management system.

Last Updated: 15 October 2025