

TERMS & CONDITIONS

PET SITTING

Terms and Conditions



Pet Sitting Agreement

1. I agree to provide keys / arrange for keys to be available for **Cocobelle** dog walking /pet sitting/pop-ins/pet taxi / Small animal care / Puppy visit arrangements.
2. I authorise **Cocobelle** to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner before seeking emergency care. I (the owner) accept full responsibility for any charges that may arise for emergency care. If my veterinarian cannot be reached I give my permission for **Cocobelle** to use a substitute veterinarian.
3. I agree to reimburse **Cocobelle** for any added costs that may have occurred when providing emergency care to my pet. I am mindful that I will also be expected to cover any other expenses including extra visits, transportation, food, or supplies. I understand I will be provided with receipts as evidence of these expenses.
4. If my pet injures the pet sitter caring for them or any other person during their pet sit assignment, I understand I will be solely responsible for any medical expenses and damages. I agree to hold harmless **Cocobelle** in the event of a claim by any third party injured by my pet. I accept full liability for any loss or damage caused by my pet during the pet-sitting assignment.
5. I agree to notify **Cocobelle** of any concerns/complaints within 24 hours of the pet-sitting assignment ending and expect a response within 48 hours.
6. I understand any misleading or false information that may result in the safety of your pet or the pet sitter, may result in the termination of the pet sitting agreement, immediately.

7. I agree to pay for 2 visits before the pet sitting assignment, so my pet feels safe and secure with **Cocobelle**.

8. I understand I must state if my pet shows any aggression and disclose if they have any characteristic problems or tendencies that may interfere with caring for them so that the pet sitter can assess if caring for my pet may be unsafe. **Cocobelle** must decline to care for pets that imperil their safety or the safety of others.

Cocobelle Responsibilities

9. **Cocobelle** agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. The client waives any claims made against **Cocobelle**, and its employees during the pet-sitting assignment except for incidences resulting from the negligence of the Petsitter. In this instance **Cocobelle** must be notified straight away

10. **Cocobelle** will abide by the Pet Industry standards and regulations at all times to ensure your pet is looked after to the highest possible standards.

11. **Cocobelle** accepts no responsibility for the security of the premises or loss of personal property if other individuals have access to the home during the term of this agreement. Please inform the pet sitter of any other person with access to your home. During all assignments, Pet sitting will only be carried out by **Cocobelle** owner or employees unless previously arranged with the client. **Cocobelle** will not be held liable for any theft or damage to the client's property or any injury to your pets if anyone else has access to the property unless negligence by the pet sitter.

12. **Cocobelle** will not let any dog off his/her lead unless the owner has given written consent in the introduction forms.

13. If unforeseen circumstances occur when **Cocobelle** cannot attend to your pet's needs due to illness etc, you will be notified straight away.

14. **Cocobelle** will not be held responsible for any damage sustained by a pet becoming loose and escaping due to a faulty lead/collar or a collar that is not suitably fitted. **Cocobelle** will not be held liable for a pet that escapes through an unsecured access point in the client's home or garden.

15. **Cocobelle** will not be held liable for the injuries, disappearance, death, or accidents of any pet that has unsupervised access to outdoor space.
16. It is clearly understood that **Cocobelle** will not be held liable/responsible for any damage to the client's property, caused by the client's pets during the pet-sitting assignment. The client has informed Cocobelle of any unsecured access points and possible escape routes, which will relieve it of liability or damage.
17. This agreement is valid for the assignment only. A new one must be signed for each assignment. **Cocobelle** reserves the right to terminate this agreement at any time, at its sole discretion. The client also has the right to cancel this agreement at any time as long as one month's notice is given before the pet-sitting assignment starts.
18. If CCTV cameras and internal cameras are installed, the pet sitter must be made aware of this before the assignment starts.
19. The client will inform the pet sitter if anyone is expected to attend the property during the client's absence, i.e. friend or workmen, and whether or not they have permission to access the property.
20. The client will inform their vet before leaving of their absence and give details of the assigned pet sitter.
21. **Cocobelle** agrees to love and care for your pet whilst you are away or at work.

Emergency care

22. In the unexpected case of an emergency, the pet sitter will contact the owner using the phone numbers detailed in the introduction forms. The owner will then instruct the pet sitter on their next actions. If for whatever reason the pet sitter cannot make contact with the owner, the emergency number stated on the introduction forms will then be called. If contact cannot be made, the pet sitter will then be authorized to transport the pet to their requested veterinarian practice and seek emergency medical care. All costs will be covered by the owner.

23. Any extra supplies that are needed during the pet-sitting assignment will be the responsibility of the client and **Cocobelle** should be reimbursed along with compensation for extra working time.

Cancellation Policy

24. One month's notice must be given for any pet-sitting assignment to be canceled. Anything less will require full payment to **Cocobelle**. This is so the slot can be filled.

25. In the event of an early pickup, full payment must still be paid regardless of any early return home by the clients. This is to cover the slot booked.

Payment

26. Invoices will be sent out one month before the agreed assignment and must be paid in full within 3 days to **Cocobelle**. This can be done by bank transfer or cash can be dropped off one month before the agreed date.

Referral scheme

27. If you refer a friend you both get 10% off your next booking, just be sure to let us know when you do refer someone. Only one referral per assignment.

CCTV cameras & and house alarms

28. If CCTV cameras and internal cameras are used, the pet sitter must be made aware of these before the assignment starts. Please inform your pet sitter about your home security system and provide them with codes to enable easy access to the property.

Home Security

29. **Cocobelle** will keep all house keys, key codes, security codes, and any personal information from the client safe and confidential.

30. All keys and the client's personal items will be returned to the client at the end of the agreement if not stated otherwise.

31. The client must make sure all keys provided are the correct ones before the pet-sitting assignment commences. Please double-check the keys.

Pet Sitting Charges 2026

These prices are for dogs & cats only

Details	Price per dog
Drop in -with a walk or without a walk freshwater, food, medication, house check and house lock up	£20- 1 hour £25 - weekend or Bank holiday
30 minute visit -cuddles, playtime, freshwater, food, medication, house check and house lock up.	£12.50 excludes walks £15.00 excludes walks-weekend or bank holiday £15 - Walk - weekdays £20 Walk -Weekend or Bank holiday £13.00 Cats weekdays £15.00 Weekend or bank holiday
over night only me staying to keep your furry friend company and this does include walks if required.	£50.00 - (price based on 1 dog) £75 - Bank holiday (price is based on 1 dog) £70 (for 2 dogs) £87.50 Bank holiday
extra sit times weekdays / weekends	• up to 4 hours £50 weekend/ Bank holiday £60 • up to 8 hours £100 weekend or Bank Holiday £120 A late return fee will apply

- I will always do a meet and greet before agreeing to take on a pet sit
- A Fuel charge for out of area will be added to the final Invoice
- 50% deposit to secure the booking and remaining balance 48 hours before the booking. Deposit is non refundable if cancelled within 14 days. Full payment is due if cancelled within 48 hours.
- prices are subject to change