

TERMS AND CONDITIONS

Love Your Cat (Noémie Glardon), hereafter referred to as **LYC**, is an in-home cat-sitting company. **LYC** provides a home sitting service for cats when the pet owner is away.

ARTICLE 1

A home visit is mandatory before the pet owner's departure. This visit allows for a first contact between the pet owner and **LYC**. A contract is then established with all the necessary information for the proper performance of the service. The house keys and other access information (badge, code, etc.) are given to **LYC**. The house keys will be returned as indicated in the contract. The contract is read and signed by both parties after reading the terms and conditions. This visit is charged at the price of a cat sitting visit.

ARTICLE 2

The payment of the service is made in cash, by TWINT or by bank transfer, on the first day of the cat sitting at the latest. **LYC** does not grant any credit.

ARTICLE 3

Food, litter, or medication are at the expense of the pet owner. In case of failure to provide these items, **LYC** will charge a CHF 15.00 fee to cover the cost of the trip to get them. The additional costs are to be paid at the end of the service upon presenting the invoices.

ARTICLE 4

The following fees will be charged if the service is cancelled before the pet owner's departure:

- No fees if the cancellation is made at least 14 days before the pet owner's departure
- A flat fee of CHF 50.00 is charged for cancellations made between 7 and 13 days prior to the pet owner's departure
- 50% of the amount is due (CHF 50.00 minimum) if the cancellation is made less than 7 days before departure

The reservation must be cancelled in writing: email, SMS, WhatsApp.

ARTICLE 5

In the event that the pet dies before the service begins, no fees will be charged. **LYC** will refund the pet owner if the payment has already been made.

ARTICLE 6

In case of emergency and in the absence of the pet's usual veterinarian, **LYC** will go to the veterinarian on duty. **LYC** will inform the owner before making the appointment and keep him/her updated on the cat's health. Medical expenses are entirely at the expense of the owner who commits to refunding **LYC** promptly upon presentation of the receipts.

ARTICLE 7

The pet owner shall provide **LYC** with the pet's vaccination booklet and a transportation crate.

ARTICLE 8

LYC requires the pet owner to check all potential hazards before leaving and declines any responsibility in case of a transom window left open, an unsecured balcony, an open toilet bowl, strings, toxic plants within the cat's reach, as well as any other hazard not mentioned.

ARTICLE 9

LYC declines any responsibility if the cat runs away from the home during the service but will take the necessary steps to find the animal in the absence of the owner.

ARTICLE 10

Any medical care given to the pet by **LYC** is under the full responsibility of the pet owner. Detailed information (quantity, administration method, frequency, etc.) must be given. In case of medical care at fixed time, an extra cost applies.

ARTICLE 11

LYC expects the pet owner to change and clean the litter completely before leaving. If not, **LYC** is entitled to request a fee to be paid upon return.

ARTICLE 12

LYC expects the pet owner to provide a soap, a towel and an accessible sink to clean hands upon arrival, departure and after cleaning the litter box. This will prevent any potential contamination from one cat to another.

ARTICLE 13

LYC answers to emails and non-urgent messages from Monday to Friday between 8am and 6pm. During a cat sitting, updates on the cat are sent to the pet owner every day, including weekends. The pet owner can contact **LYC** by phone for urgent requests.

ARTICLE 14

In case of serious lack of care for the animals, unsanitary housing conditions or any other situation of neglect according to art. 3 of the LPA (federal law on the protection of animals), **LYC** reserves the right to notify the cantonal veterinarian who will decide on the measures to take for the well-being of the animals.

ARTICLE 15

LYC reserves the right to change the price of its services at any time. These changes have no effect on a current reservation. Pet owners will be informed by email and the new rate will be applied to the next reservation. The current rates are available on the website.

ARTICLE 16

LYC will ask for the owner's permission to take pictures/videos of their pet to post on the website, Facebook, Instagram and other media as indicated in the signed contract. Pet owners may refuse, and pictures will only be taken to send to them during their absence. If permission is granted, **LYC** agrees to only publish pictures of the animals and not to infringe on the pet owner's privacy.