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## TERMS AND CONDITIONS

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**Love Your Cat**, hereafter referred to as **LYC**, is an at-home cat-sitting company. **LYC** provides a home sitting service for cats when the pet owner is away. **LYC** is mainly represented by **Noémie Glardon** who will offer an alternate sitter in the event of unavailability or when fully booked.

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### ARTICLE 1

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

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### ARTICLE 2

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Payments can be made by cash or through bank transfer and must be paid prior to the start of the agreed service. It is possible to pay by TWINT for invoices lower than 200.-. In case of non-payment, **LYC** reserves the right to keep the keys until receipt of the due amount.

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### ARTICLE 3

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If the service is cancelled, the reservation must be cancelled in writing: by email or by WhatsApp. The following fees may apply:

- Cancellations made less than 7 days prior to the start of service will incur a fee equivalent up to 2 cat sittings, to be paid immediately. Any previously paid amount exceeding this fee will be kept as balance for a future cat sitting.
- Cancellations made less than 2 days prior to the start of service will incur a fee equivalent up to 4 cat sittings, to be paid in full immediately. Any previously paid amount exceeding this fee will be kept as balance for a future cat sitting.
- An early termination of services after the start date does not entitle you to any balance or pro-rated refund.

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.

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### ARTICLE 4

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The pet owner is responsible for providing the correct keys to **LYC** at least 24 hours before departure. The keys must be dropped off in the locked part of **LYC's** mailbox during the building's opening hours, from 7:30am to 9pm. It is also possible to leave the keys in a secured lock box at the pet owner's home. **LYC** declines all responsibility in the event of the disappearance of keys which have been stored by the pet owner in an unsecured location. For convenience, the pet owner can choose to leave a duplicate of keys with **LYC** all year-round. **LYC** does not pick-up keys except in unique circumstances, in which case a fee equal to a cat sitting visit will be charged. A pink key tag with each cat's name will be provided by **LYC** during the initial visit. The provided tag(s) must be attached to the house keys prior to the cat sitting service. In the event of repeated loss of tags, a 10.- fee will be charged per key tag.

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#### ARTICLE 5

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Food, litter, or medication are at the expense of the pet owner. In case of failure to provide these items, **LYC** will charge a 25.- fee to cover the cost of the trip in addition to the purchases. **LYC** expects the pet owner to change and clean the litter completely before leaving. If not, **LYC** is entitled to charge a 15.- fee. The additional costs are to be paid at the end of the service upon presentation of the final invoice and/or receipts.

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#### ARTICLE 6

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The pet owner shall provide **LYC** with the pet's vaccination booklet and a transportation crate. In case of an 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. Depending on the case, compensation for travel to the veterinarian and the time allocated to managing the emergency may be requested.

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#### ARTICLE 7

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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 provided prior to the start of the cat sitting service. In the event that your pet requires special medical care at a fixed time, an extra 5.- fee will be applied to each visit. Depending on the case, a test visit -at the expense of the pet owner- may be requested to ensure that the animal can be approached by **LYC**.

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#### ARTICLE 8

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**LYC** requires the pet owner to check all potential hazards before leaving and declines any responsibility in the event of a window left open or partially open, an unsecured balcony, an open toilet bowl, strings, toxic plants within the cat's reach, as well as any other hazard not mentioned. **LYC** declines any responsibility if the cat runs away from the home during the service but will take the necessary steps to attempt to find the animal in the absence of the owner.

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#### ARTICLE 9

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**LYC** expects the pet owner to provide soap and a clean towel to wash hands upon arrival, departure and after cleaning the litter box. This will prevent any potential contamination from one cat to another. A sink must also be accessible and functional for the daily cleaning of bowls.

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#### ARTICLE 10

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Upon request, **LYC** kindly accepts to water the plants in the manner that has been discussed and stipulated in the contract. Nevertheless, **LYC** makes the pet owner aware that the animals remain the priority of the visit. **LYC** declines all responsibility if a plant has received an inadequate quantity of water, or if the plant has been left unwatered due to its placement in a hard to reach or inaccessible location. **LYC** does not climb on furniture to water plants stored in high places.

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#### ARTICLE 11

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**LYC** hires other cat sitters from time to time when the schedule is fully booked or if unavailable. The pet owner may refuse the proposed alternate sitter. If the pet owner agrees to the alternate sitter, **LYC** reserves the right to plan future cat sittings with the same person when necessary to optimize the schedule. The pet owner is requested to inform **LYC** if he/she does not wish to renew a service with a person from the team. The general conditions apply for any cat sitter employed by **LYC**.

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#### ARTICLE 12

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**LYC** asks the pet owner to contribute to the parking costs if no free parking space is available near the home. This supplement is charged 2.- per visit. These fees are not charged on Sundays and public holidays unless the pet owner's home is located in an area where parking costs are enforced 7/7.

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#### ARTICLE 13

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The pet owner is asked to prioritize written exchanges and to keep telephone calls for veterinary emergencies only. **LYC** responds to emails and messages Monday through Friday between 8am and 6pm. During a cat sitting, updates on the cat are sent every day, including weekends.

Before accepting a new cat sitting request, **LYC** must first check their availability in the general schedule, which may generate a delayed response. **LYC** engages to respond as soon as possible while prioritizing messages concerning ongoing cat sittings.

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#### ARTICLE 14

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In the event 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.

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#### ARTICLE 15

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**LYC** reserves the right to change the price of its services at any time. These changes have no effect on current reservations. 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.

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#### ARTICLE 16

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