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## TERMS AND CONDITIONS

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**Love Your Cat**, hereafter referred to as “**LYC**”, is a company providing in-home cat sitting services. **LYC** offers home visits for cats during the pet owner’s absence. **LYC** is primarily represented by **Noémie Glardon**, who may appoint 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 prior to the pet owner’s departure. During this visit, a contract containing all necessary information for the proper execution of the service will be established. The house keys and any other access information (badge, code, etc.) must be provided to **LYC**. The keys will be returned as specified in the contract. The contract is read, approved, and signed by both parties after review of the General Terms and Conditions. This initial visit is charged at the rate of one cat sitting visit.

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### ARTICLE 2

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Payment may be made in cash or by bank transfer and must be received prior to the start of the agreed service. Payment by TWINT is accepted for invoices under CHF 200.–. In the event of non-payment, **LYC** reserves the right to retain the keys until full payment of the outstanding amount has been received.

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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 more than 7 days before the start of the sitting period: no compensation is due.
- cancellations made within 7 days prior to the start of the service will incur a fee equivalent to the total value of up to 2 scheduled cat sitting visits, payable immediately. If fewer than 2 visits were booked, the full amount of the booking remains due. Any previously paid amount exceeding this fee will be retained as a credit for a future booking.
- cancellations made within 2 days prior to the start of the service will incur a fee equivalent to the total value of up to 4 scheduled cat sitting visits, payable immediately. If fewer than 4 visits were booked, the full amount of the booking remains due. Any previously paid amount exceeding this fee will be retained as a credit for a future booking.
- an early termination of services after the start date does not entitle the client to any refund, pro-rated reimbursement or credit for future services.

In the event of the pet’s death prior to the commencement of services, no fees will be charged. If payment has already been made, **LYC** will issue a full refund to the pet owner.

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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 prior to departure. The keys must be deposited in the secured section of **LYC**’s mailbox during the building’s opening hours, from 7:00 a.m. to 8:00 p.m. Alternatively, a secure key box may be used at the pet owner’s residence. **LYC** declines all responsibility for the loss or disappearance of keys left by the pet owner in an unsecured location. Upon request, a duplicate set of keys may be entrusted to **LYC** on a year-round basis. **LYC** does not collect keys from the pet owner’s home, except in exceptional circumstances, which will be charged at the rate of one cat sitting visit. The pink tag provided by **LYC** during the first meeting, indicating the cats’ names, must be attached to the keys for each sitting period. In the event of repeated loss, a replacement fee of CHF 10.– will be charged.

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#### ARTICLE 5

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Food, litter, and medication are the responsibility and expense of the pet owner. In the event that these items are not provided in sufficient quantity, **LYC** reserves the right to purchase the necessary supplies. A fee of CHF 25.– will be charged to cover the cost of the trip, in addition to the cost of the items purchased. **LYC** expects the pet owner to fully change and clean the litter box before departure. Failing this, **LYC** reserves the right to charge a fee of CHF 15.–. Any additional costs will be payable 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 suitable transportation crate. In the event of an emergency and in the absence of the pet's usual veterinarian, **LYC** will consult the veterinarian on duty. **LYC** will inform the pet owner prior to the appointment whenever possible and will keep the pet owner informed of the cat's condition. All veterinary expenses are entirely at the pet owner's expense. The pet owner undertakes to reimburse **LYC** promptly upon presentation of the relevant receipts. Depending on the circumstances, additional compensation for travel to the veterinarian and time spent managing the emergency may be charged.

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#### ARTICLE 7

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Any medical treatment administered by **LYC** is carried out under the sole responsibility of the pet owner. Detailed instructions (dosage, method of administration, frequency, tools) must be provided prior to the start of the cat sitting service. If the pet requires medical care at a specific fixed time, an additional fee of CHF 5.– per visit will apply. Depending on the circumstances, a trial visit may be required at the pet owner's expense to ensure that the pet can be safely handled by **LYC**.

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#### ARTICLE 8

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**LYC** requests the pet owner to check and secure any potential hazards prior to departure. **LYC** declines all responsibility in the event of a window left open or partially open, an unsecured balcony, an open toilet lid, strings, toxic plants accessible to the cat, or any other hazard not expressly mentioned. **LYC** also declines all responsibility in the event of the pet's escape. However, in the absence of the pet owner, **LYC** will undertake all reasonably necessary steps to search for the animal.

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#### ARTICLE 9

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**LYC** expects the pet owner to provide soap and a clean towel to allow proper hand washing upon arrival, departure, and after cleaning the litter box. This measure helps prevent any potential cross-contamination between cats. A sink must also be accessible and fully functional to ensure the daily cleaning of food and water bowls.

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#### ARTICLE 10

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Upon the pet owner's request, **LYC** agrees to water the plants in accordance with the arrangements discussed and specified in the contract. However, the pet owner acknowledges that the animals remain the priority of each visit. **LYC** declines all responsibility if a plant does not receive the appropriate amount of water or cannot be watered due to being placed in an inaccessible location. **LYC** will not climb on furniture or any other support to water plants placed at height.

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#### ARTICLE 11

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**LYC** may engage other cat sitters when its schedule is fully booked or in the event of unavailability. The pet owner is free to decline the proposed replacement. If accepted, **LYC** reserves the right to schedule future bookings with the same sitter when necessary for planning optimization. The pet owner is requested to inform **LYC** if they do not wish to renew a booking with a particular team member. The General Terms and Conditions apply to all cat sitters appointed 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 residence. This supplement is charged at 2.- per visit. These fees are not charged on Sundays and public holidays unless the pet owner's residence is located in an area where parking fees are enforced seven days a week.

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#### ARTICLE 13

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The pet owner is requested to prioritize written communication and to reserve telephone calls for veterinary emergencies only. **LYC** responds to emails and messages from Monday to Friday between 8:00 a.m. and 6:00 p.m. During a cat sitting period, daily updates on the cat will be provided, including weekends. Before accepting a new cat sitting request, **LYC** must first verify availability in the general schedule, which may result in a delayed response. **LYC** undertakes to respond as soon as possible, giving priority to messages relating to 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.

In the event of any discrepancy, ambiguity, or interpretation issue, the French version of the General Terms and Conditions shall prevail.