



Calamity to Calm

PET SITTING TERMS

Please read these terms and conditions before booking a session and/or making a deposit. This signifies your acceptance of these conditions.

Confidentiality and Privacy

- Calamity to Calm offers complete confidentiality and discretion at all times. Personal information will never be shared with third parties without your prior consent.
- Handling of your personal information is governed by our Privacy Policy. This can be viewed online, or by physical copy on request.
- I am registered with the ICO (Information Commissioner's Office), and am compliant with all relevant legislation regarding the management of personal details.
- By working with Calamity to Calm, you agree that your personal details will be held securely, to be used only in connection with services we carry out.

Recommendations & Referrals

- I am happy to suggest additional services, and help you book these. For this, I may need to pass on your details but I will only do so with your full knowledge.
- I will always do my best to ensure suppliers are qualified and suitable for the job. However, I am not liable for the quality of work, and cannot accept any responsibility for any loss or damage caused.

Photography

- I use photographs to to inspire others through my website, blog and social media.
- Testimonial posts may include names alongside images. Please inform me if you object to such usage, prior to service.
- Otherwise, photographs will not contain any other personally identifiable material.

Working Together

- When booking, we will agree a slot to work within. I will endeavour to meet these times and it is the clients responsibility to inform me of any changes affecting this as soon as they are able.
- In the event a job is extended; expectedly or unexpectedly, it may be possible to book and arrange additional hours/nights however this is not guaranteed. Clients should inform me of any changes as soon as they are able.
- It is advisable that all new clients book a meet and greet session prior to any work being undertaken. This ensures your pet/s are comfortable with me and vice versa.
- Please be aware, I will only walk dogs off lead once I am confident in their recall ability.

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SOPHIE DINES, 43 ROGERS MEADOW, MARLBOROUGH, WILTSHIRE, SN8 1DZ

Insurance

- Calamity to Calm holds Public Liability & Professional Indemnity Insurance, via Westminster Global.
- I am fully covered for 'House Sitting' & 'Pet Sitting and Dog Walking'. I am able to provide my current insurance certificate and definitions of cover on request.
- I cannot be held liable for loss or damage, and ask that you hold appropriate and current insurance to compensate you, if needs be.
- You agree to cover any breakages through your home contents insurance.

Safety & Limitations

- Prior to my visit, please ensure the inside and outside of your home is safe to work in, and easy to access. If the area appears unsafe, I reserve the right to cancel your session/s.
- You agree to disclose any circumstances which may cause accident or injury.
- For safety, another person will always know my location and session timings. Furthermore, I may be occasionally accompanied on bookings for added security.

Payment Terms

- To secure your booking, a 50% non transferable deposit will be charged with a minimum charge of £10. This will be used against any last minute cancellations, as detailed below.
- Full payment is required within the week prior to commencement, paid via cash or bank transfer.
- Mileage will be charged at 45p per mile when travel exceeds five miles.
- Any relevant travel expenses/fees will be agreed before the session, and charged for reimbursement through your invoice.

Cancellations

- Both myself and my client have the right to cancel a booking due to unexpected circumstances. For cancellations over 7 days, a 25% charge will be taken from the booking total.
- For cancellations of 7 days or less, a 50% charge will be taken from the booking total. If relevant to your booking, a refund of any other prepaid balance will be made.
- For cancellations during a booking or within 24 hours of commencement, no refunds will be issued.

Service Offerings

- I offer my services through my business, as well as Rover & Cat in a Flat. Testimonials can be found on both of these websites, as well as within my welcome packet.
- I provide drop in and dog walking sessions, charged at 30 minute intervals up to 90 minutes.
- Any offering two hours or over is considered 'pet sitting'. This consists of staying in your home for a set period, charged at a nightly rate. Day care is also charged in this way.
- Overnight stays include afternoon arrival on day one, and morning departure on the final day. There will be an additional cost to extend these hours if required.

Acceptance

- These terms are accepted upon a booking and/or deposit being made to the below mentioned.

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