

Pet Sitting Terms & Conditions

1. Introduction Welcome to Nina's Pet Sitting Service (ABN: 773 880 37 82) trading as Katharina Kolleth.

By booking our pet sitting services, you agree to these Terms & Conditions. Please read them carefully.

2. Services We provide pet sitting services including, but not limited to:
 - Feeding
 - Walking
 - Overnight care
 - Administration of medications (if agreed)

We reserve the right to refuse services for any pet that is aggressive or has special needs we cannot safely manage.

3. Bookings and Payment
 - Bookings must be confirmed via [booking method: website, email, phone].
 - A deposit of [amount or percentage] is required to secure your booking.
 - Full payment is due [timeframe] before services commence.
 - Payment methods accepted: bank transfer
4. Cancellations and Refunds
 - Cancellations made more than 7 days before the booking will receive a full refund.
 - Cancellations within 3 days may incur a cancellation fee of 25 percent.
 - No refunds for services partially used unless otherwise agreed.
5. Liability
 - We will take reasonable care of your pet, but Katharina Kolleth is not liable for accidents, injuries, illnesses, or deaths that occur despite reasonable care.
 - Pet owners must provide accurate information about their pet's health, behavior, and special requirements.
6. Emergencies
 - In the event of a medical emergency, we may take your pet to the nearest veterinarian.
 - You are responsible for all veterinary fees and related costs.
 - We will make reasonable attempts to contact you in emergencies.
7. Owner Obligations
 - Pets must be up-to-date on vaccinations and flea/tick treatments.
 - Pets must be microchipped or have proper identification.
 - Owners must provide all necessary supplies (food, medications, toys).
8. Termination of Services
 - We reserve the right to terminate services immediately if:
 - The pet is aggressive or unsafe.

- The owner breaches these Terms & Conditions.
- Payment is not received.

9. Privacy

- Any personal information collected will be used solely for providing pet sitting services and will comply with the Australian Privacy Act 1988.

10. Governing Law

- These Terms & Conditions are governed by the laws of NSW, Australia.
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