



GET A GRANNY PET SITTING

we're there when you can't be

Terms & Conditions Agreement for Get a Granny

These terms and conditions are provided as a service agreement between Get a Granny and the Client. Get a Granny will be hereinafter referred to as the "Pet Sitter".

With this agreement, the Pet Sitter is authorized to perform care and services as outlined under our service offering, and which shall apply to any and all pets and property owned by Client.

Please Note: A pet/house sitting visit booking will be confirmed in writing once the dates have been agreed and the booking fee has been paid.

GENERAL:

1) The Pet Sitter herewith agrees to provide the services as discussed in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against the Pet Sitter.

2) Get a Granny reserves the right to refuse service to any Client, at any time, for any reason.

3) Live-In - Safe and secure off-street parking must be provided to the pet sitter for the duration of their stay.

4) Sitter Start and End Time - We will charge for an extra day should the sitter be required to arrive before 7:00am on the day the sitting starts or leave after 12:00pm on the day the sitting ends.

DEPOSIT & PAYMENT TERMS:

1) The Client agrees to pay all charges incurred for services rendered. The Client understands that full payment due must reflect in the Get a Granny bank account a minimum of 36 hours before the commencement of services. The non-refundable booking fee must be paid on day of booking. No booking confirmation will be issued unless the booking fee has been paid.

2) The Client agrees to pay all charges incurred for services rendered. The Client understands that full payment due must reflect in the Get a Granny bank account a minimum of 36 hours before the commencement of services. The non-refundable booking fee must be paid on day of booking. No booking confirmation will be issued unless the booking fee has been paid.

- 3)** Get a Granny reserves the right to charge a cancellation fee of 30% of the scheduled visit's cost for services which are cancelled with less than 24 hours' notice prior to the scheduled service.
- 4)** All Daily Visits outside a 10km radius of Protea Hoogte Spar, Brackenfell, and the Clients Residence will be charged a travel rate of R4.50 per kilometer.

MEDICAL EMERGENCIES:

- 1)** If a medical emergency arises, the Pet Sitter will make every effort to contact the Client before seeking medical treatment for the pet(s).

However, if time is of the essence or Pet Sitter is unable to reach Client, Client authorizes Pet Sitter to take the pet(s) to the nearest veterinary hospital for treatment.

- 2)** The Client agrees to take full liability for medical bills and to reimburse Pet Sitter for all services rendered to the pet(s) should such a medical emergency arise, and Client releases the Pet Sitter from any and all liabilities related to transportation, treatment and expenses.

- 3)** The Client is responsible for making sure that all pets have received all current required and recommended vaccinations as is required by the South African Veterinary Association and your local Municipality.

- 4)** In the event that the Pet Sitter or a third-party (another pet or person) is bitten or injured by Client's pet(s), the Client herewith agrees to pay all damages, medical expenses, costs and lost wages incurred by the Pet Sitter or third-party due to such injury.

- 5)** Client agrees to indemnify, hold harmless, and defend Pet Sitter in the event of a claim by any person injured by Client's pet. The Pet Sitter is not responsible, nor will be held liable, for any damages, veterinary expenses incurred on pet(s) during or after the pet(s) stay with Pet sitter.

- 6)** Get a Granny shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). However, Get a Granny is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s).

PROPERTY & PET SECURITY:

- 1)** The Pet Sitter shall not be held responsible for any damage to property owned by Client or third parties. This includes, but in no way is limited to, water leaks or matters involving electrical systems.

- 2)** The Client must please also ensure that all valuables are locked away and kept safe during the Pet Sitter's stay, as the Pet Sitter will not be held liable for any loss of or damages to property.

- 3)** The Pet Sitter will also not be held liable for any damages to property or pets if client allows any other person, whether it's a neighbour, friend, family member or other person to enter the home during the time the Pet Sitter is sitting for the Client's pet(s).

If Client does allow access to someone other than the Pet Sitter during the duration of the Pet Sitter's job, Pet Sitting services will not be rendered unless arranged with Get a Granny beforehand.

- 4)** The Pet Sitter will not be liable for any loss or damage in the event that a Client's home is burglarized during the Pet Sitter's stay. The Client specifically agrees that he/she will secure the home prior to leaving and that the Client will provide the Pet Sitter with written instructions on how to properly secure the home.

5) It is the sole responsibility of the Client to make sure that their home and yard are “pet-proofed” as the Pet Sitter will not be held responsible for any furniture damage or other damages caused to the home by pet.

WALKING:

All dogs must be on a leash at ALL times when Pet Sitter is in care of pets on walks/trips to the park. Get a Granny does not provide off-leash services.

WEATHER:

In the event of inclement weather or natural disaster, the Pet Sitter will use their best judgment in caring for Client’s pet(s) and home but will not be held responsible for any damage to Client’s home or injury to Client’s pet arising from such decision.

The Pet Sitter will communicate with the Client, but the Client herewith agrees that the Pet Sitter may proceed, should the Client not be reachable in a timely manner.

MARKETING:

Client authorizes the use of pet(s) pictures on Get a Granny's website, social media and/or marketing materials for promotional purposes.

CHANGES TO TERMS & CONDITIONS:

Get a Granny reserves the right, at its sole discretion, to modify or replace the terms at any time.

If the alterations constitute a material change to the terms, Get a Granny will notify Client. What constitutes a material change will be determined at Get a Granny's sole discretion, and Client will be responsible for reviewing and becoming familiar with any such modifications. Using any of Get a Granny services following notification of a material change to the terms shall constitute Client’s acceptance of modified terms.

These terms and conditions of service apply to all our services.



FOR MORE INFO

Contact us On

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askus@getagranny.co.za

www.getagranny.co.za



T's & C's: www.getagranny.co.za/terms-conditions/