



General Terms and Conditions Mobile Cat Sitting Services

1. Scope of Application

These General Terms and Conditions apply to all mobile cat-sitting services offered by me at the customer's home.

A binding booking is established upon confirmation of the appointment.

2. Booking and Care Services

The agreed care dates and services are scheduled for the customer on a binding basis.

The customer is obliged to provide me with all information relevant to the care of the cat(s), the home and access to the home in full.

Any changes to the agreed care arrangements should be discussed with me as early as possible.

3. Prices and Advance Payment

The price agreed upon at the time of booking shall apply.

Payment must be made before the start of the care services. The full invoice amount must be received no later than before the first agreed care appointment.

Care services can only be provided once full payment has been received.

4. Cancellation

Free cancellation is possible up to 12:00 noon, 3 days before the start of the care period. In this case, any amount already paid will be refunded in full.

If the booking is cancelled after this deadline, 100% of the agreed price for the care appointments that can no longer be provided will generally be charged as a cancellation fee.

This also applies to short-notice bookings made within the 3-day cancellation period and subsequently cancelled.

The customer remains entitled to provide evidence that no loss, or a substantially lower loss, has occurred.

5. Care Days Agreed in Advance and Changes During the Care Period

The care service is booked on a binding basis for the agreed period.

If individual days or periods are expressly agreed at the time of booking as not requiring care, these will be taken into account accordingly when invoicing. Such days will be shown on the invoice as “no service provided” and will not be charged.

Example: If care is booked from the 1st to the 10th of a month and it is already agreed at the time of booking that no care is required from the 3rd to the 5th, these three days will not be charged.

If, on the other hand, the care requirements change only after the care period has begun, there is generally no entitlement to a refund for care days that are no longer required but were originally booked on a binding basis. This applies in particular if the customer returns home earlier or if the cat is temporarily cared for, or cared for on individual days, by the customer, family members, friends, neighbours or another person during the agreed care period.

Likewise, informing me during the ongoing care period that individual visits are no longer required does not generally result in a pro-rata refund.

The decisive factor is therefore whether the change was agreed upon on a binding basis before the start of the care period or only takes place during the ongoing care period.

The customer's statutory rights remain unaffected.

6. Other Persons in the Home

The customer must inform me if another person is regularly or temporarily present in the home during the agreed care period or takes care of the cat.

I accept no responsibility for any actions, omissions or damage caused by such persons.

My responsibility is limited exclusively to the care services personally provided by me.

7. House Keys and Access

The customer must ensure that I have access to the home during the agreed care times.

Any keys provided to me will be stored carefully and used exclusively for the purpose of providing the cat-sitting services. Keys will not be passed on to third parties.

After completion of the care period, the key will be returned or left at an agreed location, as previously arranged.

The customer must inform me about alarm systems, special locks and any other important access instructions.

8. Health and Important Information About the Cat

The customer is obliged to inform me about illnesses, medication, intolerances, particular behavioural characteristics and any other circumstances relevant to the care of the cat.

I cannot accept responsibility for consequences resulting from important information not being provided or not being provided in full.

9. Medication and Veterinary Care

Medication will be administered according to the instructions provided by the owner and to the best of my knowledge and ability.

No guarantee can be given that medication will be fully ingested or that a treatment will be successful.

In the event of a medical emergency, the customer or the agreed emergency contact will be informed. If prompt veterinary care is required and the customer cannot be reached, necessary veterinary treatment may be arranged.

The costs of veterinary treatment shall be borne by the pet owner.

10. Liability

The care services will be provided with the greatest possible care and diligence.

I shall not be liable for illnesses, injuries or other events that were not caused by a culpable breach of my duties.

Liability for intent and gross negligence, as well as for damages resulting from injury to life, body or health, remains unaffected.

11. Amendments and Additional Agreements

Individual agreements may be made at any time. For reasons of clarity and traceability, amendments and additions should be made in text form.

12. Final Provisions

German law shall apply.

Should any provision of these General Terms and Conditions be or become invalid, the validity of the remaining provisions shall remain unaffected.

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