



October 9, 2023

Terms and Conditions

1. Key Definitions

“The Company” means the person officially representing Portia’s Cat Sitting [Jaleesa for pet services CR 1010779339].

“Cat Sitter” means a person that has registered with our Company to offer Cat Sitter services to Client.

“Client” means a person that has booked our service and who seeks Cat Sitter services.

“Cat” means domestic cat or small domestic pet mammal (rabbit, hamsters, mice to the extent legally permitted as a domestic pet) owned by the Client.

“Initial Meeting” is where the Client and Cat Sitter meet in person (physically or virtually through Zoom, Teams, etc.) prior to the booking start date .The meeting preferably takes place at the Client’s property. By completion of the Initial Meeting, the Client and Cat Sitter should have gone through all necessary instructions to help the Cat Sitter perform his/her duties to the best of his/her ability.

2. General Terms

2.1 These terms and conditions take effect from 9th of October 2023 and replace all terms and conditions and documentation previously published by or on behalf of Ms Khawla Fahad Alwahaib trading as the Company “Portia’s Cat Sitting”.

2.2 Bookings are subject to these terms of service. Variations to the terms of service may be made from time to time and will be posted on our website.

2.3 We will treat your personal information confidentially and will not pass on your details to any third parties other than the Cat Sitters that are contracted by the Company.



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- 2.4 Information given in the initial registration forms will be used for all subsequent bookings unless we are notified that there has been a change in your contact details/address/cat's condition or requirements.
- 2.5 Where possible, we try and assign the same Cat sitter to each booking. In cases where we aren't able to do this, you will be assigned a different sitter from our team. By signing up to use our services, you agree to this possibility.

3. Bookings and Cancellations

- 3.1 Bookings are to be made through the Company 'Portia's' website [www.portiascatsitting.com] and Portia's official number [+966541398359] alone. The Company requires 48 hours' notice minimum for each booking.
- 3.2 The Company will endeavour to respond to booking requests within 2 working days. During busy times, or our time off, this time frame may be longer.
- 3.3 Booking requests will be confirmed by email.
- 3.4 If you arrive home earlier than expected during your booking, you will be credited the remaining visits for future use.
- 3.5 In the event you need to cancel your booking during Eid Al-Fitr, Eid Al-adha, Saudi National Day, Xmas, New Year, or Arafa, we require a week's notice. Cancellations that are made after this time will incur 50% charge of the total amount.
- 3.6 In the unlikely event that we cannot honour your booking the Company will refund any charges prior to the booking start date.



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4. Fees and Payment

- 4.1 The company accepts bank transfer payments only. Payments are to be made towards the company bank information provided in the invoice shared by the Company with the Client. No cash payments are accepted.
- 4.2 Cat Sitters and Clients agree that all bookings and payments (including, for the avoidance of doubt, new and repeat bookings) with a Client / Cat Sitter must be made via the Company only. If a Cat Sitter confirms or proceeds with a booking with a Client outside of the Company, the Cat Sitter or Client may have to pay a penalty fee to the Company per booking and the Cat Sitter contract will be terminated.

5. Client and Cat Sitter Obligations

- 5.1 If You are The Sitter, you agree to the following.
 - i. You agree that all bookings (new and repeat bookings) made with a Client will be booked via the the Company website and the official Company representative only, and that failure to abide by this policy will lead to a penalty fee and termination of your contract.
 - ii. Cat Sitter services shall be supplied using reasonable skill, compassion and care, particularly in relation to the cat's welfare.
 - iii. Cat Sitter services shall be in accordance with any agreement reached between you and the Client as communicated on the Cat Information Sheet, the Client Information Sheet, and any other instructions communicated by the Client verbally during the Initial Meeting or via text.
 - iv. Cat Sitter services shall be in accordance with the Code of Conduct and the Cat Sitter Guide provided to the Sitter by the Company.
 - v. Cat Sitter services do not include home boarding. Cat Sitters are not permitted to take cats into their own homes.
 - vi. To arrange for bookings in accordance with the following:



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- a. where the company offers you a booking request, you will accept or decline the booking within 24 hours. If you do not accept the pending booking it will expire.
 - b. where the Company sends you an enquiry or message regarding an ongoing booking, you will respond with your availability within 12hours except for night time. If you repeatedly neglect to respond within the 12hrs your contract will be terminated.
- vii. Once a booking has been confirmed
- a. You will be available to communicate with the Client and respond promptly to the Client's queries relating to the Cat Sitter Services in order to allow for the smooth execution of the Cat Sitter Services.
 - b. You will be available for an Initial Meeting (as described in our Cat Sitter Guide) with the Client before commencement of the Cat Sitter Services.
 - c. If the response or Meet and Greet obligations set out above are not adhered to, the Company may cancel the booking, fully refunding the Client regardless of the cancellation policy.
 - d. You will schedule consistent visit times and arrive to your visits on time.
 - e. You will communicate your visit times to the Client and the Company after the Initial Meeting and before the booking starts.
- viii. You acknowledge that if you breach these Terms and Conditions or any agreement with a Client, the Company at its sole discretion may cancel the booking, fully refunding the Client regardless of the cancellation policy.
- ix. If a situation arises in the course of the Cat Sitter services where the Client's Cat requires emergency veterinary care, the Cat Sitter shall make reasonable efforts to inform the Client (or, where the Client is not available, the alternative contact provided by the Client) and the Company as soon as possible.
- x. Cat Sitters agree to abide by our Code of Conduct and will not give anyone (even friends) access to a Client property without prior permission from the Company and the Client.



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5.2 If You are The Client, you agree to the following.

- i. You shall abide by any agreement reached between you and the Company
- ii. You shall provide all relevant information to the Company including, but not limited to, the following:
 - a. medical conditions or nutritional needs of your Cat; and
 - b. unusual behavioural or similar issues including details of previous incidents of behaviour which is unusual or dangerous (including urinating or defecating indoors).
 - c. how many cats you have in your household.
 - d. you do not run a cattery, cat sanctuary, pet charity or breed cats.
- iii. You must allow the cat sitter to visit for the initial meeting before commencing their cat sitter services.
- iv. You shall ensure that your cat is of good health, has been vaccinated and that all precautions for flea, parasite and other transmittable diseases have been taken.
 - a. If your cat introduces fleas to the cat sitters person which are then transferred to the cat sitter's home, the Client may be billed for any amount to reimburse costs incurred. The costs may include, but are not limited to, costs associated with treating Cat Sitters resident animals and/or home for fleas or flea prevention.
 - b. A Cat Sitter can not be held responsible for the damage such as but not limited to vomit or urine or accidental damage of goods and property caused by the Cat.
- v. If you did not provide the Cat Sitter with the necessary details to allow them to perform the Cat Sitter services, then the Cat Sitter shall be entitled to contact the Company to discuss an alternative arrangement in consideration of the Cat's wellbeing. You will be fully responsible for the costs of any such arrangements.
- vi. Once a booking has been confirmed by the Company
 - a. You will be available to communicate with the Cat Sitter and respond promptly to the Cat Sitter's queries relating to the Cat Sitter services in order to allow for the smooth execution of the Cat Sitter services.



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- b. You will provide the Cat Sitter with an alternative contact and details of your Cat's veterinarian in case of an emergency.
- c. If the Cat Sitter services are no longer required, you may cancel the booking by contacting the Company.

6. Other

- 6.1 Under no circumstances shall the Company be liable in any way whatsoever for the deterioration of any existing/diagnosed condition of any cat (s) in its care. All expenses / veterinary costs (including costs of prescription drugs or any other medication) are solely The Client's responsibility.
- 6.2 The Company shall use its best endeavours to care for the Client's cat in the most effective manner possible. Still, it shall not be liable to the Client for any loss caused by a latent defect in food or other material provided for the cat's welfare.
- 6.3 The Company shall be under no liability if it shall be unable to carry out any provision of the contract for any reason beyond its control, including, without limiting the foregoing, any act of God, legislation, pandemic, war, fire, drought, failure of power supply, lockouts, or any action taken by employees or owing to any liability to procure materials required for the performance of the contract. During the continuance of any such contingency, the Client may, by written notice to the Company, elect to suspend the contract and make alternative arrangements for the care and well-being of their cat/s or animals.
- 6.4 Under no circumstances shall the Company or the Sitter be liable in any way whatsoever for anything that happens to the Client's property outside the Sitter's visit times.
- 6.5 We have a zero-tolerance policy regarding any incident in which a Sitter from the Company is verbally abused, threatened or assaulted. This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul



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language. Any bookings where this happens to our sitters will be cancelled with no refunds immediately.

Signed by _____ on this ____ day of _____, 20____ by the Sitter who warrants his/her authority to enter into this agreement.

Sitter's Signature: _____