

PETSITSEARCH: TERMS AND CONDITIONS

Last Updated: April 2026

IMPORTANT PLATFORM NOTICE: Petsitsearch is a connection platform only. We do not provide pet care services, and we do not employ, insure, or conduct background checks on any users. All contracts for care are formed directly between the Pet Owner and the Service Provider.

1. Our Role

Petsitsearch provides a marketplace for Pet Owners ("Owners") to discover and connect with Pet Care Providers ("Providers"), including kennels and sitters. Our service is limited to providing the digital tools to facilitate these introductions.

2. No Vetting or Insurance

- **Background Checks:** We do not conduct DBS checks, identity verification, or background screening. Owners are solely responsible for interviewing and vetting Providers before any booking.
- **Insurance:** Petsitsearch does not provide any form of insurance coverage. Providers must maintain their own professional insurance, and Owners should verify this coverage independently.

3. Fees and Payments

- **Booking Fee:** We charge a flat platform connection fee of **£3.00 per booking**. This fee applies regardless of the number of nights or animals.
- **No Commission:** Providers keep 100% of their service rate. Petsitsearch does not take a percentage of the provider's earnings.
- **Non-Refundable Policy:** The £3.00 platform fee is strictly non-refundable under any circumstances, including cancellations by either party. This fee covers the administrative cost of the digital connection.

4. Direct Agreements

All care-related terms, including specific feeding schedules, medical needs, and travel sitter accommodation details, must be agreed upon directly between the Owner and Provider. For travel-sits involving free care in exchange for accommodation, both parties agree that Petsitsearch is not responsible for the condition of the home or the quality of care provided.

5. User Safety & Conduct

- **Emergency Protocol:** Owners must provide Providers with a local emergency contact and veterinary details prior to the start of a booking.
- **Platform Integrity:** To protect the platform, initial bookings between new connections must be made via Petsitsearch. Circulating the platform to avoid the £3 fee may result in permanent account suspension.
- **Review Policy:** Users must provide honest and factual feedback. We reserve the right to remove reviews that are abusive, defamatory, or proven to be false.

6. Limitation of Liability

By using this platform, you agree that Petsitsearch shall not be held liable for any injury, illness, or death of a pet; damage to property; or personal injury arising from a booking. Users acknowledge that booking via this platform carries the same risks as booking directly with a local business or individual.