

# Terms and Conditions

OPERATED BY 28 TV LIMITED

Welcome to **petsitsearch**. These Terms and Conditions govern your use of our platform. By accessing or using our services, you agree to comply with and be bound by these terms. This platform is operated by **28 TV Limited**.

## 1. The Service

Petsitsearch provides an introductory marketplace connecting Pet Owners ("Owners") with Pet Care Providers ("Providers"), including but not limited to sitters, boarders, kennels, and catteries. We are a listing directory and booking facilitator; we do not provide pet care services directly.

## 2. Fees and Payments

- **Platform Service Fee:** Owners pay a flat £3.00 fee to petsitsearch to process a booking request.
- **Provider Fees:** Owners pay the Provider's listed rate directly to the Provider. petsitsearch takes 0% commission from Providers.
- **Non-Refundable:** The £3.00 Platform Service Fee is non-refundable if the Owner cancels the booking.

## 3. Cancellations and Refunds

If a Provider declines a booking request or cancels a confirmed booking, the £3.00 Platform Service Fee will be refunded to the Owner in full by petsitsearch. If the Owner cancels, the fee remains non-refundable as the platform service (the introduction) has been performed.

## 4. User Due Diligence & Verification

**4.1 Owner Responsibility:** It is the **sole responsibility** of the Pet Owner to verify the credentials, qualifications, professional licenses, and insurance cover of any Provider prior to confirming a booking. Pet Owners must conduct the same level of due diligence as they would when booking a provider directly through any other medium.

**4.2 No Verification by Platform:** Petsitsearch acts as an introductory service only. We do not verify, background check, endorse, or guarantee the accuracy of a Provider's claims,

professional standing, or legal compliance. Any documentation viewed on a profile is for informational purposes only and should be independently verified by the Owner before any service takes place via petsitsearch.

## 5. Travel & House Sitting Safety

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For services where a Provider stays within the Pet Owner's home (House Sitting/Travel Sitting), petsitsearch **highly recommends** that Owners take the following independent steps before confirming a stay:

- Conduct a **Video Interview Call** with the Provider.
- Request and check government-issued **Identification (ID)**.
- Check **independent references** provided by the sitter.

Owners acknowledge that petsitsearch does not perform these checks on their behalf.

## 6. Complaints and Disputes

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In the event of a service issue or dispute, the Owner must **initially address the complaint directly with the Provider**. As the service contract is between the Owner and the Provider, the Provider is responsible for resolving performance issues.

If a resolution cannot be reached, users may report the incident to petsitsearch for internal review regarding the Provider's continued access to the platform community.

## 7. Community Standards & Quality Control

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To maintain a high-quality community, petsitsearch monitors feedback and service standards. **Any Provider found to be consistently delivering a sub-standard service, failing to respond to bookings, or breaching community trust will be removed from the petsitsearch platform indefinitely.** We reserve the right to remove any listing without notice to protect our users.

## 8. Limitation of Liability

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28 TV Limited shall not be liable for any injury, loss, claim, or damage (including but not limited to pet injury or property damage) arising from the services provided by independent Providers found on petsitsearch.

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Petsitsearch is a trading name of 28 TV Limited. Registered in England and Wales.  
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