

HOUSE OF PAWS

TERMS & CONDITIONS OF SERVICE

1. INTRODUCTION

Welcome to House of Paws.

These Terms & Conditions govern the use of our pet-sitting services and apply to all clients who make a booking through our website or engage a “Pawpair” (independent pet sitter) through our agency.

By proceeding with a booking and selecting the acceptance checkbox, you confirm that you have read, understood, and agree to be bound by these Terms & Conditions.

2. NATURE OF SERVICES

House of Paws acts as an agency connecting clients with independent pet sitters (“Pawpairs”).

Pawpairs are independent contractors and not employees of House of Paws. While we take care in selecting our Pawpairs, services are performed independently by them.

3. CLIENT RESPONSIBILITIES

By booking services, you confirm that:

- All information provided about your pet(s) is accurate and complete
- You have disclosed any behavioural issues, medical conditions, or special requirements
- Your pet(s) are up to date with vaccinations
- Your pet(s) are safe to handle and have no undisclosed history of aggression

Failure to disclose relevant information may result in immediate suspension of services.

4. DANGEROUS ANIMAL DISCLOSURE

You expressly confirm that:

- Your pet has not bitten, attacked, or shown aggressive behaviour unless disclosed in writing
- All known risks relating to your pet's behaviour have been disclosed

House of Paws and its Pawpairs reserve the right to refuse or terminate services where a pet is deemed unsafe.

5. VETERINARY CARE & EMERGENCIES

In the event of illness or injury:

- You authorise House of Paws and/or the Pawpair to seek veterinary treatment if reasonably necessary
- Every reasonable effort will be made to contact you before treatment

You agree that:

- You are responsible for all veterinary costs incurred
 - Emergency decisions may be made in the best interests of your pet where you cannot be reached
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6. LIMITATION OF LIABILITY & INDEMNITY

To the fullest extent permitted by law, you agree to indemnify and hold harmless House of Paws and its Pawpairs against any claims, damages, losses, or liabilities arising from:

- Injury, illness, or death of your pet(s), except in cases of gross negligence
- Injury or damage caused by your pet(s) to persons or property
- Damage to your property during service provision, unless caused by gross negligence
- Veterinary decisions made in good faith during emergencies

This clause is drawn to your attention in accordance with applicable consumer protection laws.

7. KEYS & PROPERTY ACCESS

Where access to your property is required:

- You are responsible for providing accurate access instructions
- You acknowledge that reasonable care will be taken with keys and access devices

However, you agree that:

- You may be responsible for costs related to lost keys, lock replacements, or security call-outs where not caused by gross negligence
 - House of Paws is not liable for security system malfunctions or penalties unless caused by negligence
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8. INSURANCE

Unless otherwise expressly stated:

- House of Paws does not insure your pet(s), property, or possessions
- You are responsible for maintaining appropriate insurance cover

Independent Pawpairs may be responsible for their own liability insurance.

9. MEDIA & PHOTO CONSENT

You grant House of Paws permission to:

- Take photographs or videos of your pet(s) during service provision
- Use such content for marketing, social media, and promotional purposes

If you do not wish to grant this consent, you must notify us in writing prior to the booking.

10. BREACH & TERMINATION

House of Paws reserves the right to suspend or terminate services immediately if:

- A pet is deemed dangerous or unsafe
- The environment poses a risk to the Pawpair
- Illegal or inappropriate activity is present at the property
- These Terms & Conditions are breached

No liability will arise for termination under these circumstances.

11. FORCE MAJEURE

House of Paws shall not be held liable for failure or delay in providing services due to events beyond reasonable control, including but not limited to:

- Natural disasters

- Civil unrest
 - Power failures or load shedding disruptions
 - Transport or infrastructure failures
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12. POPIA & DATA PROTECTION

House of Paws is committed to protecting your personal information in accordance with applicable data protection laws.

By using our services, you consent to the collection and processing of your personal information for purposes including:

- Booking and service delivery
- Communication
- Legal and regulatory compliance

Reasonable technical and organisational measures are implemented to safeguard your information.

You have the right to access, correct, or lodge a complaint regarding your personal information.

13. GENERAL

- These Terms & Conditions constitute the full agreement between you and House of Paws
 - If any provision is found to be unenforceable, the remaining provisions will remain in effect
 - These Terms are governed by the laws of South Africa
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14. ACCEPTANCE

By proceeding with your booking and selecting the acceptance checkbox, you confirm that:

- You have read and understood these Terms & Conditions
 - You agree to be legally bound by them
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