

Catsit.cz s.r.o. General Terms and Conditions

1. Provider and Customer

1.1 Provider of services presented on Catsit.cz s.r.o. website (www.catsit.cz)

Catsit.cz s.r.o.

Registered under reference C286825 at Municipal Court in Prague

Company ID (IČ): 06676502

Seat of the legal person: Korunní 2569/108, 101 00 Praha 10

Email: info@catsit.cz

Phone: +420 734 858 889

Bank Account: 384400002/5500

IBAN: CZ575500000000384400002

Hereinafter Provider

1.2 CEO and responsible manager of Catsit.cz s.r.o.

Mgr. Tibor Foltinský

Email: tibor@catsit.cz

Phone: +420 603 351 821

Data Box ID: km6wtuf

Hereinafter CEO

1.3 Catsitter

Catsitter is the Providers' representative who is performing catsitting services ordered by the Customer

Hereinafter referred to as the Catsitter

1.4 Customer

Customer is the person who ordered services from Catsit.cz s.r.o. company (Provider)

Hereinafter referred to as the Customer

2. Services performed by the Provider

2.1 Provider represented by the Catsitter hereby undertakes to ensure the care of Customers' cats, other pets, and household to the extent specified in the Checklist.

2.2 Provider represented by the Catsitter hereby undertakes to carry out all tasks with care to all pets involved and with respect to the Customers' household

2.3 Catsitter hereby undertakes that he/she will only access areas necessary to perform the tasks mentioned in the Checklist or areas permitted by the Customer.

2.4 Provider represented by the Catsitter is bound to confidentiality on the services provided pursuant to Czech Law Act No. 101/2000 on the protection of personal data and is obliged to follow the Internal Regulation on the Processing of Customers' personal Data.

2.5 Customer by signing the Agreement and Checklist gives a permission to the Catsitter to carry out all tasks to the extent specified in this document.

2.6 Customer upon signing the Agreement and Checklist hands over the keys to the residence of the cats to the Catsitter and agrees to return them on the date specified in this document.

2.7 Provider has a valid Liability Policy with Ceska Pojistovna, Policy ID 86711236-19; Liability limit is 5.000.000 CZK.

2.8 Agreement and Checklist are validated by Customers' signature and will be sent to the Customers' email at the end of the Initial Meeting from the Catsitters' email address.

3. Bookings, prepayment and cancellation policy

3.1 Customers can book catsitting service only via the booking form located on the Providers website (www.catsit.cz). Upon submitting the booking, an "Automatic confirmation of booking processing" will be generated and sent to the email address provided by the Customer in the booking form. This Automatic email will include the summary of booked services & dates, price calculation, prepayment amount, payment reference number (variable symbol) and the bank account details for settlement of prepayment.

3.2 Provider will consider the booking as legally binding only after the prepayment amount has been credited to the Providers bank account. The terms and conditions for changes or cancellations to bookings can be found under articles 3.6 and 3.7 within this document.

3.3 The prepayment is due 96 hours after the moment of submitting the booking by the Customer. In case the prepayment will not be credited to the Providers bank account on time; the Provider will consider the booking as void. Overdue payments will be returned to the Customers bank account no later than 5 business days after the day of crediting the overdue prepayment to the Providers bank account.

3.4 The final booking confirmation will be sent to the Customers email no later than 24 hours upon moment of crediting the prepayment to the Providers bank account.

3.5 In case the Provider would not be able to man the services or dates ordered by the Customer the prepayment will be returned to the Customers bank account no later than 5 business days upon the day of crediting the prepayment to the Providers bank account.

3.6 The prepayment amount will be deducted from the final price for services provided in case the "Automatic confirmation email" is generated, which is mentioned in article 3.1. The booking will not be subject to any changes of dates or services by the Customer (this does not apply to changes of times or dates of the service "Initial Collection of Information, Keys (Initial Meeting) and Subsequent Keys Delivery").

3.7 The prepayment is valid only for the services and dates stated in the "Automatic confirmation email" which is mentioned in article 3.1. In case the booking will be subject to changes of dates or services, partial or full cancellation of the booking by the Customer (does not apply to changes of times or dates of the service "Initial Collection of Information, Keys (Initial Meeting) and Subsequent Keys Delivery") the prepayment shall be forfeited to the Provider and in case of changes applied to dates and/or services, this will not be deducted from the final price for the services provided and the full amount will be charged to the Customer.

4. Balance payment for the services provided

4.1 The payment of the outstanding balance for the services provided will take place after all the ordered services have been complete, which applies to the keys drop-off to the Customers' hands by the Catsitter.

4.2 Provider accepts debit/credit card or bank transfer payments only.

4.3 For debit/credit card payments; the Provider will issue a receipt and send it to the Customers' email no later than 3 business days after day of payment.

4.4 For debit/credit card payments; the Provider will issue an electronic invoice and send it to the Customers' email no later than 3 business days after the day of the keys drop-off. The electronic invoice will be due within 7 calendar days after the date of issuing and sending to the Customers' email.

5. Personal Data Protection

5.1 Customer agrees with processing and storing his/her Personal Data by the Provider in order to perform catsitting services within the meaning of Act No 101/2000 on the protection of personal data, as amended.

5.2 By agreeing to the "Customer Agrees with Personal Data processing in accordance with GDPR" in the Agreement on Catsitting. Customer within the meaning of Act No 101/2000 on the protection of personal data, as amended agrees that Provider may process and use the Customers' personal data entered in the Agreement on Catsitting and Checklist once the catsitting services have been performed.

5.3 Customer has the right to be informed on which Personal Data will be stored and processed by the Provider. Customer also has the right to modify this data or reject their processing and storing.

5.4 Provider shall not share any Personal Data with third parties

5.5 Provider shall collect Personal Data only in order to perform catsitting services and shall not abuse it for marketing or sales purposes

5.6 Provider is allowed to send his/her own commercial communication to the Customer only if the Customer actively asks Provider to do so in the period prior to Customer's withdrawal of his/her request. Customer can withdraw his/her request for commercial communication via email so he/she will face no additional costs of this request withdrawal

5.7 Provider and Catsitters shall secure personal data against loss, misuse, alteration, damage and/or destruction and strictly obey the "Catsit.cz® Personal Data Protection Principles" presented on Provider's website (www.catsit.cz)

5.8 Supervision on Personal Data Protection is done by the Czech Office for Personal Data Protection

6. General Terms

6.1 Other here not mentioned matters are subject to acts of Civic Law (no. 89/2012 Sb.), Act on Consumer Protection (no. 634/1992 Sb.) and other legal regulations, as amended

6.2 Supervision on compliance with Act on Consumer Protection is done by The Czech Trade Inspection Authority (CTIA, www.coi.cz/en)

6.3 The Agreement on Catsitting, Checklist and related matters are governed by Czech Law

6.4 These Terms and conditions are effective from 23rd of November, 2018

6.5 Supplement to these Terms and conditions is the Agreement on Catsitting and Checklist