

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: Chlebovická 734/8 199 00 Praha 9

Email: info@catsit.cz

Phone: +420 734 858 889

Bank Account: 384400002/5500

IBAN: CZ5755000000000384400002

Hereinafter Provider

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

Anastasia Dubinkina

Email: anastasia@catsit.cz

Phone: +420 734 858 889

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 Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation – GDPR) and Act No. 110/2019 Coll., on the Processing of Personal Data.

2.5. Customer by signing the Agreement on Catsitting 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 after the services are completed.

2.7. In the event that the keys are lost or stolen, the Provider shall immediately notify the Customer and reimburse the reasonable costs associated with replacing the lock.

2.8. The Provider maintains General Liability Insurance with Generali Česká pojišťovna a.s., Policy No. 5781202348, with a coverage limit of CZK 5,000,000.

2.9. The Agreement on Catsitting becomes effective upon the Customer's signature. If requested by the Catsitter, the Customer shall sign The Agreement on Catsitting during the introductory meeting as confirmation of the handover of the keys and again upon the return of the keys after the services have been completed.

2.10. The Provider reserves the right to replace the assigned Catsitter and shall notify the Customer without undue delay. The Customer's keys may be transferred to another Catsitter acting on behalf of the Provider. If the Customer does not agree to the replacement, the Provider may withdraw from the contract. In such case, the refund of the Booking Deposit shall be governed by Clauses 3.9 and 3.10 of these Terms and Conditions, and the return of the keys shall be governed by Clause 6.6.

2.11. If the Customer has installed devices capable of making audio or video recordings (such as cameras or voice recorders) at the property where the services are provided, the Customer shall inform the Catsitter of their location in advance. Such devices may be used solely for the protection of property and the monitoring of the animals. If such devices are installed in a bathroom or in a bedroom designated for the Catsitter's overnight stay, the Catsitter is entitled to disable them for the duration of their stay. If the Customer does not agree to such temporary deactivation, the Provider is entitled to withdraw from the contract. In such case, the refund of the Booking Deposit shall be governed by Clauses 3.9 and 3.10, and the return of the keys by Clause 6.6 of these Terms and Conditions.

2.12. If the Client requests a preferred visit time, it shall be regarded as indicative only. The Provider shall make reasonable efforts to comply with the requested time within a tolerance of ± 30 minutes (a total tolerance of one hour) but does not guarantee it. Any deviation from the Client's preferred time shall not constitute defective performance (vada plnění) and shall not entitle the Client to a price reduction, provided that the animal's essential needs (food, water, hygiene, medicine if needed) have been properly met. If no preferred visit time is specified in the booking notes, the Catsitter shall determine the time of the visit according to their operational availability.

2.13. The Provider is obliged to perform the tasks set out in The Agreement on Catsitting and the Checklist. Requests communicated directly to the Catsitter after The Agreement on Catsitting and Checklist have been signed do not form part of the contract and are not binding on the Provider.

2.14. If an animal becomes ill or injured, the Provider shall inform the Customer without undue delay and proceed in accordance with the Customer's instructions. However, if the Provider reasonably determines that the animal's condition requires urgent veterinary treatment and it is not possible to obtain the Customer's instructions in time, the Provider is authorised to arrange veterinary care without the Customer's prior consent.

2.15. All costs associated with veterinary treatment, transportation to the veterinary clinic, and the Catsitter's attendance during veterinary treatment shall be borne by the Customer.

2.16. The Provider shall not be liable for any illness, injury, escape, or death of an animal unless such event results from the Provider's breach of its contractual or legal obligations.

2.17. Any modifications to the terms of service provision (including the agreement of a fixed or guaranteed visit time) shall be valid and binding upon the Provider only if they have been approved and confirmed in writing by the Provider's statutory body (management) or an authorized administrator through the Provider's official email address.

2.18. Catsitters are not authorized to amend the terms of the Agreement, agree to binding or guaranteed visit times, grant discounts, acknowledge complaints regarding defective performance of the Services, or make any other legally binding representations on behalf of the Provider. Any arrangements made directly between the Client and a catsitter without written confirmation from the Provider's authorized administrator shall not be legally binding upon the Provider.

3. Booking of Services and Booking Deposit

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.

3.7. The final booking confirmation will be sent to the Customers email no later than 72 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.

3.8. The Booking Deposit applies exclusively to the services and dates specified in the Automatic Booking Confirmation referred to in Clause 3.1.

3.9. The Customer is entitled to a full refund of the Booking Deposit if the booking is cancelled no later than 10 days before the scheduled Initial Meeting and Key Handover, or, where no such meeting is scheduled, no later than 10 days before the first day on which the booked services are to be provided.

3.10. The Booking Deposit represents compensation for the costs associated with reserving the Provider's service capacity. If the Customer changes the booking dates, changes the ordered services, or cancels all or part of the booking less than 10 days before the commencement of the services, the Booking Deposit shall be non-refundable and shall not be credited towards the price of the services provided.

4. Payment of the Outstanding Balance

4.1. The payment of the outstanding balance for the services provided will take place after all the ordered services have been complete. The provider has the right to request for the final payment to be fulfilled before the keys drop off.

4.2. Provider accepts debit/credit card or bank transfer (including QR code) 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 7 business days after day of payment.

4.4. For bank payments; the Provider will issue an electronic invoice and send it to the Customers' email no later than 7 business days after the day of the keys drop-off. The electronic invoice will be sent to the Customers' email.

5. Personal Data Protection

5.1. The Customer's personal data shall be processed only to the extent necessary for the conclusion and performance of the contract for the provision of cat sitting services.

5.2. By ticking the checkbox stating "Customer Agrees with Personal Data processing in accordance with GDPR " in the Agreement on Catsitting, the Customer consents, within the meaning of Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) and Act No. 110/2019 Coll., on the Processing of Personal Data, to Catsit.cz s.r.o. processing and storing the personal data provided in The Agreement on Catsitting after completion of the services for the purposes of maintaining records of previous bookings and facilitating future bookings. Such consent shall remain valid until withdrawn by the Customer.

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. Compliance with personal data protection legislation is supervised by the Czech Office for Personal Data Protection (Úřad pro ochranu osobních údajů).

6. Complaints and Withdrawal from the Contract

6.1. The Customer is entitled to withdraw from the contract before the commencement of the services. Where a Booking Deposit has been paid, the refund shall be governed by Clauses 3.9. and 3.10. of these Terms and Conditions.

6.2. The Customer acknowledges that, in the case of a distance contract, they expressly consent to the commencement of the services before the expiry of the 14-day withdrawal period.

6.3. Where the provision of the services has commenced with the Customer's express consent, the Customer may not withdraw from the contract in respect of services already provided. If the services have been fully performed, the Customer's right of withdrawal shall cease in accordance with Section 1837 of Act No. 89/2012 Coll., the Czech Civil Code. If the Customer withdraws from the contract after the commencement of the services, the Customer shall pay for all services already provided.

6.4. The Provider is entitled to withdraw from the contract before the commencement of the services where serious operational, organisational, or safety reasons prevent performance. In such case, the Provider shall refund all payments received from the Customer.

6.5. The Provider is entitled to terminate the provision of the services with immediate effect if the Customer has provided false or incomplete information concerning the animal's health, aggressive behaviour, or other material characteristics, or where continuing to provide the services could endanger the health or safety of the Catsitter, the animal, or any third party.

6.6. Where the contract is terminated or withdrawn from after the Provider has taken possession of the Customer's keys, the Provider shall ensure that the keys are returned to the Customer, to a person authorised by the Customer, or left inside the property where the services were provided.

6.7. The Customer is entitled to submit a complaint regarding the services by email to quality@catsit.cz. To be accepted, the email must expressly state that it constitutes a complaint. The Customer shall also provide their identification details, the grounds for the complaint, and the requested remedy (repair of the defect or an appropriate price reduction).

6.8. The Czech Trade Inspection Authority (Česká obchodní inspekce – ČOI) is the competent body for the out-of-court settlement of consumer disputes: Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15 120 00 Prague 2, Czech Republic, Company ID: 00020869, Website: www.coi.cz

7. General Provisions

7.1. Any matters not expressly governed by these Terms and Conditions shall be governed by Act No. 89/2012 Coll., the Czech Civil Code, Act No. 634/1992 Coll., on Consumer Protection, and other applicable legislation of the Czech Republic, as amended.

7.2. Compliance with the obligations arising under Act No. 634/1992 Coll., on Consumer Protection, is supervised by the Czech Trade Inspection Authority (www.coi.cz).

7.3. The Agreement on Catsitting and all related legal matters shall be governed by the laws of the Czech Republic.

7.4. The Customer is responsible for ensuring that all information provided in the booking, The Agreement on Catsitting, and the Checklist is true, complete, and up to date.

7.5. The Provider shall be liable only for damage caused by a breach of its contractual or legal obligations in the provision of the services. The Provider shall not be liable for damage

that is not directly caused by such a breach, including, without limitation, loss of profit or other indirect or consequential losses, to the extent permitted by applicable law. The Provider shall also not be liable for damage resulting from the unforeseeable behaviour of an animal, unless caused by the Provider's breach of its obligations.

7.6. These Terms and Conditions shall enter into force on 12.7.2026.

7.7. The Agreement on Catsitting and Checklist, signed by the Customer during the introductory meeting, form an integral part of the contract and are binding contractual documents.