

Catsit.cz® s.r.o. - Code of Ethics

Preamble

Catsitting under the brand Catsit.cz is an unique and very important service for cat owners within the Czech Republic. For this reason, all team members at Catsit.cz® must undertake, follow and respect the fundamental values written within this Code in order to enhance public confidence in the brand Catsit.cz® and in the catsitting industry in general.

Article 1 - Communication with clients

Customer satisfaction is our top priority therefore our Catsitters must communicate with all clients in a highly professional manner in order to maximize their customer experience. At the same time our Catsitters represent a new and unique service so they must act in a way that makes the client feel trust, safety and customer satisfaction. On the top of that, whilst dealing with expatriate clients our Catsitters represent their country and therefore they act in a way that portrays Czech Republic in the best light.

Article 2 - Personality traits of our Catsitters

Our Catsitters must show integral attributes which include morality, integrity, helpfulness, confidentiality, professionalism, hard work, diligence, good manners and love for animals. Our Catsitters must behave morally even when off duty, and in no case violate any laws of the Czech Republic or take any excessive financial risks. They also undertake that they will comply with this Code.

Article 3 - Accessing the client's private areas

Our Catsitters undertake that when moving around client's private areas they will behave with the utmost care and caution to forestall and prevent any damage to the client's property. They also undertake that they will access only those areas to which they were expressly allowed by the client and in no case they will interfere with the client's privacy.

Article 4 - Work with client's cats and other pets

Our Catsitters undertake that while taking care of the client's cats and other pets they will strictly follow the instructions given by the client. They also undertake to not to perform any acts that belong only to veterinarians and where it is required to have certified expertise and medical practice. Furthermore, our Catsitters also undertake that if the client's instructions were contrary to good morals, causing unnecessary distress to his/her pets or endanger their health then they will not accept the order.

Article 5 - Confidentiality and protection of sensitive data

Our Catsitters undertake that they will keep all facts and information learned in relation to the provisioning of catsitting services strictly confidential and will not disclose or allow third-party access to these. This obligation also applies to Catsitter's family members, persons with close personal relation to the Catsitter, persons who are in contractual relationship with the Catsitter, all parties in which the Catsitter has financial interest or stake and to all other parties with similar relation to her.

Article 6 - Security

Our Catsitters will ensure and undertake that when leaving the Client's apartment/house they will maximally secure it by locking all the locks on entrance doors, turning on the alarm (if the accommodation is equipped with one), locking the balcony doors and securing all windows. If a client wishes to leave windows or terrace/balcony doors open, our Catsitters are obliged to notify him that in case of burglary through an unsecured window or terrace/balcony door it may be considered as exclusion from the household's insurance policy. Our Catsitters also must also ensure to always return any keys to the client's hands only, without any exception.