

Terms & Conditions

Thank you for choosing House & Pet Sitting by Layla. These Terms & Conditions are designed to ensure a safe, professional, and enjoyable experience for both pets and their owners.



Booking & Deposit

A non-refundable booking deposit of \$50 is required to secure your pet sitting dates. The \$50+ (depending on the price and length of stay) deposit will be deducted from the total balance owing for the booking. Bookings are not confirmed until the deposit has been received.

Meet & Greet

A meet and greet is required before accepting any booking. This allows both parties to discuss routines, expectations, and care requirements, while ensuring the pet is comfortable with the sitter.

Payment

Payment may be made by cash or bank transfer. The remaining balance is due before or at the commencement of the booking unless otherwise agreed.

Cancellations

A minimum of 48 hours' notice is required for cancellations. This allows the booking to be offered to another client. The booking deposit remains non-refundable.

Waiting List

If requested dates are unavailable, clients may request to be placed on a waiting list. Should a cancellation occur, available dates will be offered in the order enquiries were received.

Pet Supplies

Owners must provide sufficient food, medications, treats, bedding, leads, collars, toys and any other items required for their pet's care for the duration of the booking.

Veterinary Care & Emergencies

Owners must provide their preferred veterinary clinic name, contact number and an emergency contact. By booking, owners authorise Layla to seek veterinary treatment if urgent medical attention is required. Veterinary expenses remain the responsibility of the owner.

Home Security & Privacy

All security cameras, recording devices, or monitoring systems must be disclosed before the booking commences. Owners must advise the location of all cameras and whether audio recording is enabled. Cameras are not permitted in sleeping areas or private bathroom facilities used by the sitter.

Pet Behaviour & Safety

Owners must disclose any behavioural concerns, aggression, medical conditions, escape tendencies, or special care requirements.

Liability

While every reasonable care will be taken, House & Pet Sitting by Layla cannot be held responsible for illness, injury, loss, death, or unforeseen incidents that may occur despite appropriate supervision and care.

Acceptance of Terms

Payment of the booking deposit confirms acceptance of these Terms & Conditions.

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