

Booking Policy & Terms and Conditions – Holiday House Sitting

As of 28th September 2025
Reviewed date: 28th September 2028

1. Booking

- Bookings are confirmed once a signed service agreement is returned and full payment (or deposit, if applicable) is received.
- A Meet & Greet is recommended at least 7 days prior to your house sitting service to ensure your pets are comfortable and the service runs smoothly.
- All bookings are subject to availability and scheduling confirmation.
- Clients must provide emergency contact details, including:
 - Veterinarian contact information (clinic name, phone number, and any relevant medical notes for pets)
 - Relief sitter contact information, a trusted person we can contact in case of an emergency or unexpected situation while house sitting

2. House Sitting Service

- Services are daytime visits only; no overnight stays are included.
- All packages include:
 - General house cleaning
 - Garden care and watering
 - Plant care and attention

- Pet care (feeding, companionship, basic supervision)
 - Mail & parcel collection
 - Animal care is limited to feeding, companionship, and basic supervision.
 - Little Sparkle Cleaning Services treats your home and pets with care, but we are not responsible for pre-existing damage to property, plants, or pets.
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3. Payments & GST

- All prices are inclusive of GST.
 - Full payment must be received prior to the commencement of service, unless other arrangements are made in writing.
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4. Refunds & Cancellations

- Cancellations more than 7 days prior to the service date will receive a full refund.
 - Cancellations within 7 days of the service may incur a partial or full charge depending on circumstances.
 - Refunds are processed within 7 business days to the original payment method.
 - Little Sparkle Cleaning Services reserves the right to cancel bookings due to extreme weather, emergencies, or unforeseen circumstances, in which case a full refund will be provided.
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5. Emergency & Safety

- Clients must provide emergency contacts, including vet details and relief sitter information.

- In the event of an unforeseen emergency while the client is away, Little Sparkle Cleaning Services will:
 1. Attempt to contact the client first.
 2. If the client cannot be reached, contact the relief sitter.
 3. If neither the client nor the relief sitter can provide guidance, we may contact the local council or RSPCA for recommendations to ensure the safety and wellbeing of pets and property.
- In the event the client themselves is involved in an emergency, we will attempt to contact all provided emergency contacts and relief sitters to obtain instructions regarding care for pets and property.
- Little Sparkle Cleaning Services has a duty of care to all pets and property under our supervision. In cases where pets are abandoned, neglected, or left without instruction, we will take all necessary action to ensure their safety, which may include contacting authorities, local council, or RSPCA.

6. Duty of Care & Peace of Mind

- Little Sparkle Cleaning Services operates under a strict duty of care to your home and pets, ensuring professional, reliable, and attentive service at all times.
- Our goal is to provide peace of mind while you are away, knowing your property, pets, and plants are being cared for with diligence and responsibility.
- Every visit is conducted with respect, safety, and attention to detail, treating your home and pets as if they were our own.
- In the event of unforeseen issues, emergencies, or client unavailability, our team will act in the best interest of the pets and property, following ethical and legal guidance as needed.

7. Liability

- Little Sparkle Cleaning Services is not liable for pre-existing damage to your home, plants, or pets.
- Clients are responsible for providing access to home and pets (keys, gates, security codes, etc.) for scheduled visits.