

Code of Conduct

All Members



As a member of TrustedHousesitters, you are entering into a caring community of mutual respect and trust. To ensure our community can remain the safe and respectful place that we are so proud of, we ask that you familiarise yourself with our mission and ethos set out in this pledge and live these values throughout your TrustedHousesitters membership.

- ✓ I will communicate clearly and respectfully with the entire TrustedHousesitters community, including other members and staff, regardless of their race, religion, national, origin ethnicity, disability, sex, gender identity, sexual orientation or age.
- ✓ I confirm that I am over 21 years of age.

When finding a sitter

- ✓ I will create a comprehensive and accurate home and pet owner listing, including photos and clear information about what I expect from a sitter, detailed information about my pet(s) and ensure this is kept up-to-date.
- ✓ I will respond to messages from other members as soon as I am able to do so, including letting unsuccessful sitters know that they have not been selected.
- ✓ I will agree all responsibilities with my sitter before a sit is confirmed, including any costs associated with pet care or home maintenance.
- ✓ I will confirm my sitter online on my TrustedHousesitters Dashboard to make sure that we are all clear about arrangements and my sitter can then make travel arrangements.
- ✓ I will ensure my sitter has all the information needed for a successful sit, by completing the TrustedHousesitters Welcome Guide and being responsive to messages prior to and during my time away from home.
- ✓ I will create a clean, comfortable and secure environment for my sitter.
- ✓ I will ensure my home is vacated for my sitter throughout the duration of the sit, with no third parties present other than my confirmed sitter.
- ✓ I will provide my vet's contact details to my confirmed sitter and agree to refund my sitter for any vet costs which may arise during a house sit.
- ✓ I will only cancel a sit or return home before the end of a house sit if there are extraordinary circumstances.

When house and pet sitting

- ✓ I will offer my house and pet sitting services free of charge, in exchange for a place to stay.
- ✓ I will create a comprehensive and accurate sitter profile, including photos and clear information about me and my experiences, where I am looking to sit and my availability to do so.
- ✓ I will respond to messages from other members as soon as I am able to.
- ✓ I will agree all responsibilities with the home and pet owner before a sit is confirmed and will follow the home and pet owner's instructions in the TrustedHousesitters Welcome Guide.
- ✓ I will ensure I am able to travel to the sit and am available for all required dates before applying for a sit. Once the sit has been confirmed, I will not cancel my sit unless there are extraordinary circumstances. Once on a sit, I will never arrive later or leave earlier than the agreed dates.
- ✓ I will make my travel arrangements only once a sit has been confirmed online by the owner via the TrustedHousesitters Dashboard.
- ✓ I will make every effort to leave the home as I found it and ensure every care is taken with the owner's pet(s), property, home and garden.
- ✓ Should a pet fall ill under my care, I will seek veterinary support as quickly as possible and will inform the pet owner as quickly as possible.
- ✓ If there are any maintenance issues with the home or garden, I will contact the owner as quickly as possible for advice.
- ✓ I understand that the owner may have to return before the end date of a sit or cancel a sit if there are extraordinary circumstances.