

TERMS OF USE

1. General Terms of the Application

The present application Petit-o (hereinafter “the Application”) provides services connecting pet owners (Pet Owner) with pet sitters (Pet Sitters) via the internet. The Application is managed by the company under the name “PETIT-O P.C.”, with the trade name “Petit-o”, headquartered in Agios Stefanos, Mykonos, Cyclades, 84600, Greece (hereinafter the “Company”).

The Company operates solely as an intermediary platform for matching Pet Owners with Pet Sitters and for processing payments between them. Pet Sitters provide their services independently and at their own responsibility. Nothing in these Terms shall be construed as creating an employment, agency, or partnership relationship between the Company and any user.

These Terms of Use (hereinafter, the “Terms”) are intended to clearly and understandably set out the rules and conditions governing the use of the Application, in accordance with the **applicable provisions on electronic services, consumer protection** (Law 2251/1994), **personal data protection** (Law 2472/1997, as currently in force), and the **provisions on the welfare of companion animals** (Law 4830/2021).

Any access, use, registration, or transaction through the Application makes you a user thereof (hereinafter referred to as the “User”). Before proceeding to use the Application, please confirm that you have read and fully understood these Terms and that you accept them, as any use of the Application implies your full and unconditional acceptance of these Terms.

Using the Application requires creating an account via Google or Apple authentication. Access to features such as bookings, payments (via Stripe), user communications, and profile management is strictly governed by these Terms.

2. Roles and Responsibilities of Users

Within the **Petit-o** application, there are two main types of users:

- **Pet Owners:** Users who have pets and are looking for services such as pet sitting, transportation, grooming, training, feeding and walking.
- **Pet Sitters:** Users who provide the corresponding services.

Each type of user has specific rights, obligations, and rules, described below

2.1. Provision of Services – Pet Sitters

The services provided by the application to Pet Sitters include:

- Creating and editing a profile, including profile picture and basic information.
- Addition of information about experience, skills, boarding space (address), and available services.
- Receiving and responding to requests from Pet Owners via the application.
- Accessing any new features or functions added to the application.

Obligations of Pet Sitters:

- Not to disclose contact details before confirmation of a booking through the application.
- Not to request direct communication or contact details from Pet Owners before the official booking.
- Your Profile must include accurate information regarding your identity, hosting space, and the services you offer. Posting or using inappropriate content, such as profile photos that do not meet the specified standards or introductory text containing abusive or offensive expressions, constitutes a violation of the terms of use of the application.
- Not to act in a misleading, aggressive, or inappropriate manner.
- To keep all contact details and conversations with Pet Owners confidential until the official booking is completed through the application.
- To immediately inform the application in case of violation of the Terms by other users or sitters.
- The Pet Sitter is obliged to return the pet to the Owner within the agreed timeframes, as specified.
- In case of breach of this obligation, the Pet Owner reserves the right, at their sole discretion, to notify the competent authorities or take legal action to protect the pet and their interests. The Pet Sitter assumes full legal and financial consequences arising from non-performance of the service.
- The Pet Sitter must not attempt any communication or transaction with the Pet Owner outside the application with the aim of avoiding applicable fees or commissions.
- The Pet Sitter must respond promptly and responsibly to any complaint submitted by the Pet Owner during an active or completed booking.

- In case of violation of any of the above obligations, the application reserves the right, at its sole discretion, to temporarily suspend, deactivate, or permanently delete the respective user profile without prior notice.

2.2. Use of Services – Pet Owners

The services provided by the application to Pet Owners include:

- Creating profiles for themselves and their pets.
- Searching for Pet Sitters and submitting requests for any service offered through the application (e.g., boarding, transportation, walking, training, etc.). Sending messages to Pet Sitters is only possible after successful booking creation and full payment of the respective service through the application.
- Communicating with Pet Sitters via the application.
- Leaving feedback and ratings for Pet Sitters after services are completed.

Obligations of Pet Owners:

- Provide accurate and complete information in your profile and about your pets.
- Do not disclose contact details before confirming a booking through the application.
- Do not request direct communication or contact details from Pet Sitters before an official booking.
- Notify the application if you suspect a Pet Sitter or another user is violating the Terms or providing inaccurate information.
- Ensure that the pet service is suitable for your pet and provide all necessary information regarding your pet's health, allergies, or special needs.
- If you fail to pick up your pet within 24 hours after the end of the booking, you agree that the Pet Sitter may, at their discretion, notify the relevant authorities. Any resulting legal and financial consequences will be the responsibility of the Pet Owner.

3. Personal Data

Petit-o fully respects your personal data and ensures that the application complies with the provisions of the General Data Protection Regulation 2016/679 (GDPR), Law 4624/2019, and Law 3471/2006 on "Protection of Personal Data and Privacy in Electronic Communications." In any case, the Company confirms that any collection, processing, and/or storage of your personal data is carried out in accordance with the law and solely for the purposes and to the

extent necessary for the operation of the application and the provision of the individual services you have requested as described below.

The Company confirms that it will not use your personal data for purposes not explicitly authorized by you, nor will it send or disclose such data to third parties (natural or legal persons) not connected with the Company without your explicit and specific consent, except in cases where disclosure is necessary to fulfill your requests and provide the services or is required by law.

For more detailed information, you can visit the [Privacy Policy](#) page.

4. Application Usage Rules

Your navigation on the application is governed by the Terms of Use, the Privacy Policy, and applicable national and international law.

During your use of the application, you are required to behave politely, courteously, and discreetly, explicitly refraining from any unfair competition practices. You may not use the application for any illegal or unauthorized purpose.

Explicitly prohibited actions include:

- Posting or sending, via your profile, messaging, or any other application functionality, information, audiovisual material, text, links, or files that are illegal, abusive, vulgar, pornographic, threatening, defamatory, harassing, harmful to minors, or promote national, racial, or any other form of discrimination.
- Sending any material (images, text, files, videos, etc.) that contains viruses, malware, harmful code, spyware, unsolicited advertising content (pop-ups), spam, or any content capable of causing damage, malfunction, interference, delay, or disruption to the operation of the Application, devices, or networks.
- Attempting to copy, decompile, modify, reproduce, create derivative works, republish, download, display, transmit, or distribute any part or all of the services, software, content, or functionality of the Application in any manner or by any means.
- Using automated tools (such as bots, crawlers, spiders, scrapers, indexing tools, or any similar technology) to access, copy, collect, process, or archive application content, especially in areas requiring identification or not publicly accessible.

Limitation of Liability

By accessing and using this application, you acknowledge and agree that your navigation, access, and use are entirely at your own risk. Parties involved in the creation, development, operation, or provision of the application bear no responsibility for any damage that may result from its use.

Indicatively, but not exclusively, Petit-o assumes no liability for damages arising from:

- Issues related to viruses, malware, Trojan horses, or other harmful code;
- Software bugs;
- Human error or omission;
- Malfunction of devices (hardware), operating systems, or applications (software);
- Errors, delays, interference, or interruptions in any telecommunication network or connection service;
- Any other technical cause affecting the operation of the application.

Petit-o makes every effort to continuously improve the application, upgrade services, and ensure a safe and smooth user environment by implementing the necessary organizational and technical measures according to applicable law. However, errors, temporary malfunctions, service interruptions, or occurrences of viruses or other harmful software may appear on the application or on the servers hosting it.

Petit-o does not guarantee that the application or the servers through which it is provided are free from viruses, technical problems, or harmful elements. Therefore, no claim for damages can be made for losses caused by the above reasons. Any associated costs are the sole responsibility of the user.

Finally, any interaction or connection of the application with third-party services (e.g., external authentication applications, payment systems, communication tools) is entirely at your own risk and does not create any obligation or liability for Petit-o.

5. Financial Policy

5.1 Payments via Stripe & Charges

Petit-o uses the payment services provided by Stripe. ([Stripe | Financial Infrastructure to Grow Your Revenue](#)) for the secure processing of all payments on the application. Payments made by Pet Owners are temporarily held and released upon successful completion of the relevant service. Once the service is completed, the funds become payable to the Pet Sitter, subject to

the platform's commission. By registering on Petit-o, either as a Pet Owner or a Pet Sitter, you agree to be bound by the application's Terms and Conditions regarding payments.

As a Pet Sitter, you can set your service fees and the types of services you offer within the application's available options. You agree that Petit-o retains a 10% commission from each booking you accept, and that all bookings must be conducted exclusively through the application. Additionally, when a Pet Owner completes a payment for any service, a 3.5% service fee is applied to the total amount. For example, for a service costing €100, the Pet Owner pays €103.5 in total. After deducting the application's commission, the Pet Sitter receives an amount corresponding to the service value minus 10%. So, for a €100 service, the Pet Sitter receives €90.

Settlement of transactions is carried out on a **monthly basis**, specifically on the **1st day of each calendar month**, at which point the transfer of the respective amounts to Pet Sitters is initiated, after deduction of the applicable platform commission.

By way of exception, where a booking is completed during the final days of a given month, settlement and payment processing may be deferred by 1–2 additional calendar days into the following month, in order to ensure proper transaction processing by the payment system.

The completion of the transfer to the Pet Sitter's bank account depends on the processing times of the cooperating banking institutions and may take 5 to 10 business days from the date the payment is initiated.

For the avoidance of doubt, Petit-o operates solely as an online platform facilitating connections and payment settlement between Pet Owners and Pet Sitters.

Pet Sitters provide their services independently and under their own responsibility. Nothing in these Terms shall be construed as creating any relationship of employment, partnership, agency, or representation between Petit-o and the Pet Sitters.

The platform reserves the right to modify its commission structure at any time, subject to prior notice to users via email or through a relevant notification within the platform.

5.2 Sending a Request and Completing Payment

As a Pet Owner, you can send a request to a Pet Sitter to request pet care or hosting services via Petit-o. Once the Pet Sitter pre-approves the request, the Pet Owner can complete the payment via Stripe before the request expires, at which point the booking amount is definitively charged to the Pet Owner's card.

Sending a booking request to a Pet Sitter constitutes acceptance of:

(a) the booking cost, and

(b) the application's unified cancellation and refund policy.

5.3 Termination of a Booking

If, for any reason, a Pet Owner or a Pet Sitter needs to cancel or terminate a booking, this may be done depending on the stage of the booking, as follows:

- **Booking Cancellation:** where the booking is terminated before the service has commenced.
- **Booking Interruption:** where the booking is terminated after the service has commenced.

By selecting the "Cancel/Terminate Booking" option, you will be clearly informed of how the termination applies in your specific case (i.e. Cancellation or Interruption), including any applicable refunds, charges, or cancellation policies.

All changes to your booking are reflected immediately, ensuring that you have a complete and transparent overview at all times.

5.4 Policy – Termination of a Booking by the Pet Owner

A Pet Owner may terminate a booking that has already been paid for, subject to the following conditions:

Cancellation at least 24 hours prior to the scheduled start of the service:

- The Pet Owner is entitled to one (1) free cancellation per calendar month, provided that the total value of the booking does not exceed €120. In such case, the Pet Owner shall receive a full refund of the amount paid.
- If the Pet Owner has already used the free cancellation within the same month, or if the value of the booking exceeds €120, then in the event of cancellation at least 24 hours prior to the start of the service, the amount paid shall be refunded minus the platform service fee of 3.5%.

Cancellation less than 24 hours prior to the start of the service:

- The Pet Owner shall be entitled to a refund of the amount paid, minus the platform service fee of 3.5%.
- Cancellation after the service has commenced:
The Pet Owner shall be entitled to a partial refund corresponding to the portion of the service not yet provided. The refund amount shall be calculated on a pro-rata basis

according to the remaining duration of the service, minus the platform service fee of 3.5%.

5.5 Policy – Termination of Booking by the Pet Sitter

Pet Sitters are subject to stricter conditions in order to protect Pet Owners and ensure the reliable provision of services.

- **Termination prior to the commencement of the service:**

If a Pet Sitter cancels a booking before the service has started, the Pet Sitter shall not be entitled to any payment. In such case, the Pet Owner shall receive a full refund of the amount paid, and the platform may impose a penalty on the Pet Sitter, depending on the reason for the cancellation.

- **Termination during an ongoing service:**

In the event that a Pet Sitter terminates a booking after the service has commenced, the platform will use reasonable efforts to identify a replacement Pet Sitter in order to ensure continuity of the service. If a replacement is successfully arranged, the booking shall continue without interruption.

If no suitable replacement can be found, the Pet Owner shall be entitled to a partial refund corresponding to the portion of the service not yet provided, calculated on a pro-rata basis according to the remaining duration of the service. The platform further reserves the right to impose a penalty on the Pet Sitter, depending on the reason and circumstances of the termination.

- **Restrictions on termination:**

A booking cannot be terminated where it has already been cancelled or completed, or where the request is made by a user who is not the relevant Pet Owner or Pet Sitter. In such cases, the following message will be displayed:

“The booking cannot be terminated in its current state.”

5.6 Refunds and Charges

In the event of a cancellation by the Pet Sitter, the refund to the Pet Owner is sent immediately to the Pet Owner’s bank or card issuer. However, the amount may appear in the account statement within 5 to 10 business days, depending on the bank’s processing times. Under no circumstances are any payment processing fees or application management fees deducted from the refunded amount. The full amount paid by the Pet Owner is returned to them.

6. Independent Contractor Status / Non-Exclusivity / No Employment Relationship

Pet Sitters using the Platform act as independent service providers (whether as professionals or private individuals, depending on their legal and tax status), carrying out their activities at their own responsibility and entrepreneurial risk.

Pet Sitters retain full discretion with respect to:

- setting their pricing and fee structure,
- accepting or rejecting service requests,
- determining their availability,
- deciding the manner, timing, and means of performing their services.

Petit-o does not set mandatory prices, does not impose minimum acceptance rates for requests, does not provide instructions regarding the manner of service delivery, and does not exercise supervision or control indicative of an employment relationship.

The relationship between Petit-o and Pet Sitters is non-exclusive and does not create any relationship of employment, partnership, joint venture, agency, or representation.

Each Pet Sitter bears sole responsibility for the organisation of their activities, compliance with applicable tax and social security obligations, and adherence to all applicable laws and regulations.

Petit-o provides exclusively online intermediation services and does not itself provide pet care, boarding, transportation, training, walking, feeding, or grooming services.

7. Tax Treatment and Responsibility for Issuing Invoices

The Pet Sitter is solely responsible for determining the classification of their activity in accordance with applicable tax laws and, where required, for issuing the corresponding tax documents (including, but not limited to, service receipts or invoices).

The Pet Sitter represents and warrants that, to the extent required by applicable law:

- they possess all necessary tax registration details (e.g. tax identification number),
- they carry out their activity lawfully,
- they comply with their tax and social security obligations,
- they issue all required tax documentation where applicable.

The Pet Sitter acts as an independent service provider (whether as a professional or a private individual, depending on their legal and tax status) and bears sole responsibility:

- for issuing legally required tax documents, where applicable,
- for declaring their income to the competent authorities,
- for complying with all tax and social security obligations,
- for adhering to all applicable laws and regulations.

Petit-o reserves the right, at its reasonable discretion, to request additional information or documentation from users, and to suspend or terminate accounts in the event of a breach of these Terms or applicable law.

7.1 Obligations to Collect and Disclose Information

Users acknowledge and agree that the Platform may be subject to legal obligations to collect, verify, and report information relating to transactions carried out through the Platform to competent tax or other public authorities, in accordance with applicable national and European legislation.

For this purpose, the Platform may request additional information or identification documents from users and may disclose relevant data to the competent authorities where required by law.

Failure to provide the requested information, or the provision of inaccurate or incomplete information, may result in the restriction, suspension, or termination of the user's access to the Platform's services.

Petit-o issues tax documentation solely in respect of the intermediation commission it retains.

Petit-o shall bear no liability, whether civil, administrative, or tax-related, for any acts or omissions of users of the Platform, including, without limitation, Pet Sitters' obligations regarding the issuance (or failure to issue) tax documentation or their overall tax compliance.

8. Liability

The Pet Sitter undertakes, throughout the duration of the agreed service, to provide reasonable, diligent, and safe care to the pet, in accordance with the principles of good faith, professional responsibility, and applicable animal welfare legislation.

The Pet Sitter shall be solely liable for any act or omission resulting from intent or negligence which may lead to injury, loss, mistreatment, escape, or death of the pet during the provision of the service.

The Pet Owner is obliged to provide complete, accurate, and truthful information regarding the pet's health condition, behaviour, any aggressive tendencies, medical treatment, allergies, or other special requirements. Failure to disclose material information may limit or exclude the liability of the Pet Sitter.

Petit-o operates exclusively as an online intermediary platform connecting Pet Owners and Pet Sitters and does not itself provide pet care, boarding, transportation, training, walking, feeding, or grooming services. Accordingly, Petit-o shall bear no liability for any acts, omissions, incidents, injuries, losses, or health-related issues arising during or in connection with services provided by a Pet Sitter.

By completing a booking through the platform, the Pet Owner acknowledges and accepts that the selection of a Pet Sitter is made at their own discretion and responsibility, based on the information and reviews available within the Application.

In the event of any incident affecting the safety or health of a pet, the Pet Sitter is required to promptly inform the Pet Owner and, where necessary, to take appropriate measures to protect the pet's life and health, including seeking veterinary care.

Petit-o does not provide any form of insurance coverage for pets, Pet Owners, or Pet Sitters. Any claims for compensation, disputes, or liabilities arising from services provided through the platform shall concern exclusively the contracting parties, namely the Pet Owner and the Pet Sitter.

When you decide to provide pet hosting or care services as a Pet Sitter, you personally assume responsibility for any risk that may arise during the service. This includes any damage to your property or bodily injuries that you or anyone else in your home may suffer.

If you have children or other housemates, you fully assume responsibility for any injury or damage that may occur to yourself or them from hosting or caring for the pet.

Petit-o does not provide medical insurance for bodily injuries or accidents that may occur, nor does it cover medical expenses, transportation, or loss of income. It also bears no responsibility for third parties visiting your premises during the hosting.

As a Pet Sitter, you acknowledge that Petit-o and the Pet Owners bear no responsibility for any damage the hosted pet may cause to your property and you agree not to seek compensation for these.

Petit-o provides the application to connect Sitters with Owners. It does not guarantee that you will receive requests or achieve any specific outcome. You are responsible for complying with laws and regulations, and for communication and transactions with Pet Owners. You also undertake the obligation to indemnify Petit-o for any claims or damages arising from the hosting or care of pets.

The services of Petit-o are limited to helping you find Pet Sitters. We do not guarantee that the services you find will fully meet your needs or that the Sitters will comply with specific quality standards. In the event of any dispute between Owner and Sitter, Petit-o bears no responsibility.

9. Contact with the Company

Every user, whether a Pet Owner or Pet Sitter, can contact Petit-o for any questions or support related to the application and our services. Communication can be carried out via the Application by clicking on the **Support** option found in **Profile → Settings** inside the application, where a contact form is available. Through this form, you can inform us of any issues, questions, or support requests and have the option to attach files necessary for better assistance.

Additionally, you can contact us via the contact form on our website <https://www.petit-o.gr> in order to handle any requests or clarifications regarding the services we provide. In this case, you will be asked to enter your name and email address.

Alternatively, you can contact Petit-o by email at admin@petit-o.gr. Our team is available to assist you with any questions or support needed regarding the application and our services.

10. Intellectual and Industrial Property Rights

All content (e.g., information, data, images, graphics, photographs, designs, texts, products, services) on the Petit-o application, as it appears or may appear in the future, is protected under Greek, EU, and international copyright law and exclusively belongs to Petit-o or its lawful rights holders. The content is made available to users strictly for personal (non-commercial) use. The names, logos, images, and distinctive features representing Petit-o, third-party partners, or their products and services are trademarks protected by applicable law, and their presence on the application does not imply any transfer or grant of usage rights. Except for explicitly mentioned exceptions (third-party copyrights, partners, and authorities), all content on the Petit-o application constitutes intellectual property, industrial designs, distinctive features, trademarks, symbols, and registered trademarks and service marks of Petit-o, its affiliated companies, and enterprises.

Petit-o provides all content, products, and services as they appear, without warranty regarding accuracy, completeness, safety, or fitness for a specific purpose. Any use of application content for commercial or other purposes is permitted only with prior written permission from Petit-o or the respective rights holders. Petit-o assumes no responsibility for the reliability,

completeness, or timeliness of information, nor for any damage that may result from the use of the application or its services, including damages or losses arising from the Owner–Sitter relationship, third-party errors, or unauthorized interference with application services and products.

Access to and use of the application is at the user’s sole responsibility, who must comply with the law, the terms of use, and good practice, while the application may contain links (hyperlinks) to third-party websites, for which Petit-o bears no responsibility.

Petit-o reserves the right to modify the content and services of the application, as well as the terms of use, whenever it deems necessary, by announcement through the application, without prior notice.

11. Applicable Law and Other Terms

Access to and use of the Petit-o application implies unconditional acceptance of all the above terms. Use of the application services means that the user fully accepts the General Terms of Service as presented on the application.

These terms of use and any future amendments are governed by Greek law, European Union law, and relevant international treaties. Any provision contrary to the law shall automatically become void, without affecting the validity of the remaining terms. This text constitutes the entire agreement between Petit-o and the user and binds no one beyond them.

Any modification of the terms is valid only if made in writing and explicitly incorporated into this agreement.

These terms of use are governed by Greek law. In the event of any dispute arising regarding these terms, the competent courts are those of Athens.