

HouseSittingKorea — FAQ (Beta Service)

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1. About HouseSittingKorea

Q1. What is HouseSittingKorea?

HouseSittingKorea connects hosts who want to entrust their pets and homes with sitters who wish to stay and provide care for a set period. Pets remain in the comfort of their own home, and sitters get a safe place to stay while experiencing life in the neighborhood.

Q2. How is it different from pet hotels, daycare, or visit-based pet sitting?

Traditional pet-sitting services charge fees based on time, days, or number of pets. House sitting is an exchange: the sitter takes on the pet care and home routines the owner normally handles, and in return, the sitter stays in the home free of charge. No money is exchanged.

Q3. How is it different from shared lodging or Airbnb?

Airbnb is a paid accommodation service. House sitting is a relationship- and responsibility-based exchange where no accommodation fee is paid. Sitters aren't guests; they are care partners. Hosts aren't lodging providers; they are pet guardians.

Q4. Do sitters or hosts receive any payment?

No. There are no hourly wages, accommodation fees, or service charges. The exchange is simple: pet care and home care ↔ a place to live and a meaningful local stay.

Q5. What are the benefits for pets?

Pets can stay in their familiar home environment—this is the biggest advantage. It reduces stress, anxiety, and the risk of getting lost, while keeping their daily routine (meal times, litter, walks, medication, etc.) intact. It's especially ideal for cats, senior pets, and sensitive animals.

Q6. What are the benefits for sitters?

Sitters get a place to live without paying accommodation fees. They can enjoy slow travel: staying in one neighborhood, working, exploring locally, and spending time with pets—perfect for long stays, workations, and digital nomads.

Q7. What are the benefits for hosts?

It relieves the emotional and financial burden for guardians who struggle to travel because they have no suitable care option.

- Pets stay at home.
- Homes are not left empty.
- The experience can be repeated with the same sitter.

Once you meet a sitter who is a good match, you can invite them again and again.

2. Membership

Q8. Is sign-up free?

Yes. Anyone can sign up with email or social login, create a basic profile, and browse listings for free.

Q9. When do I need a paid membership?

When you take an action that initiates a real connection.

Sitters: Applying to host listings, sending messages

Hosts: Viewing sitter applications in detail, inviting a specific sitter

These actions require an annual membership.

Q10. What can I do with a paid membership?

Once your membership is active, you can freely use all features related to connecting:

- Apply
- Invite

- View applications in full
- Exchange messages

Q11. What membership plans are available?

There are three basic plans:

- **Host Plan**
- **Sitter Plan**
- **Linked Plan (Host + Sitter combined)**

During the beta period, the Linked Plan is offered at a 25% discounted annual rate.

3. For Hosts

Q12. How do I find a sitter?

Post a care request with your dates and pet/home details. You can choose among applicants or browse sitter profiles and directly send an invitation.

Q13. How should I choose the right sitter?

Consider their pet-care experience, attitude toward animals, past reviews, lifestyle (work style, smoking, etc.), and how responsibly and clearly they communicate.

Q14. When do I share my address or contact details?

Only after both sides agree to proceed and the stay is officially confirmed. Before that, only basic profile information is visible to protect privacy.

Q15. Do I need to provide living expenses or pocket money to the sitter?

No monetary payment is involved. However, since sitters are not paid workers but care partners, creating a comfortable living environment is considerate and appreciated.

Examples:

- Basic groceries and household essentials
- Adequate heating/cooling, workspace, etc.
- Depending on the location: parking, bike, car use, etc.

These gestures strengthen trust and hospitality.

Q16. What tasks can I ask the sitter to handle?

Sitters are expected to:

- Maintain the pet's usual routine (feeding, litter/walks/play, etc.)
- Handle basic home upkeep (ventilation, light tidying, watering plants)

But the following are beyond scope:

- Medical procedures (injections, advanced care)

- Grooming, bathing, or hygiene tasks
- Deep cleaning, chores, errands

If anything extra is needed, it must be discussed clearly, and consent must be obtained in advance.

Q17. Should I prepare insurance?

It may help to review coverage included in your home/fire insurance, such as personal liability or pet-related incidents. Coverage varies by policy, so consult your insurer for specifics.

4. For Sitters

Q18. What kind of person is a good sitter?

Someone who loves animals, has real pet-care experience, and enjoys living like a local in a new area for a set period. Reliability, cleanliness, and respect for the host's home and pets are essential.

Q19. Do I need prior experience caring for animals?

Yes. What matters is not just "I've had pets," but describing *how* you cared for them and what you handled in real situations.

Q20. What does a sitter receive during the stay?

You get the right to stay in the home for the agreed period. Depending on the host, additional things—like basic groceries, workspace, or car use—may be provided. Details vary by listing.

Q21. What costs does the sitter personally cover?

Sitters cover their own expenses such as food, transportation, and sightseeing. Hosts must provide all pet-related items (food, snacks, meds) and household necessities (kitchen, cleaning, bathroom essentials).

Q22. What basic rules must sitters follow?

- Follow the pet routine exactly as instructed
- Treat the home with care and keep it clean
- Do not bring guests or other pets without permission
- Do not cancel confirmed stays lightly

These are foundational community principles.

Q23. Do sitters need insurance too?

It may help to have:

- Travel/medical insurance for unexpected injury
- Personal liability insurance covering accidental damage to the host's property

Always check the details before purchasing.

5. Flow & Communication

Q24. What information is visible before confirmation?

Only basic profile details, introductions, pet/home info, and application/invitation messages. No phone numbers or exact addresses are shown until confirmation.

Q25. What happens after the stay is confirmed?

You exchange:

- Contact details and address
- Pet-care manual
- Home-use guide & neighborhood info
- Emergency contacts & nearby vet info

Q26. What if one party cancels after confirmation?

Since both sides adjust their schedules and plans, cancelling without adequate discussion affects community trust. Repeated or severe cases may result in account or membership restrictions.

Q27. Can sitters apply to multiple listings with overlapping dates?

Sitters may apply to multiple hosts—but should only apply to feasible dates. If a period is already confirmed with another host, the system prevents applying or inviting for overlapping dates.

6. Safety & Trust

Q28. Does the sitter need to stay home all day?

No. Sitters have their own lives. But they must ensure pets are not left alone excessively and adjust outings based on the routine shared by the host.

Q29. What about CCTV or home cameras?

Because the sitter's living space becomes their home during the stay, cameras are highly sensitive. Before confirmation, hosts must clearly disclose:

- Camera existence
- Location (living room, entrance, balcony, etc.)
- Whether it records or streams in real time

And they must gain the sitter's consent.

Q30. What if an accident happens involving the pet or home?

Unexpected situations can occur. The priority is:

1. Immediately notifying the host
2. Discussing next steps together
3. Checking whether either party's insurance (home, travel, liability, etc.) covers the incident

Clear communication and proper insurance reduce risk.

7. Platform & Policy

Q31. What role does HouseSittingKorea play?

HouseSittingKorea provides:

- Identity & contact verification
- Profiles & reviews
- Apply, invite, and messaging tools
- Community guidelines & policies

Hosts and sitters communicate directly and make their own final decisions.

Q32. Does the platform mediate disputes?

The platform does not have legal authority to enforce mediation. However, it provides guidance, policy reminders, and a reporting system. Violations may result in temporary restrictions or membership renewal limits.

Q33. How does membership refund work?

Within 14 days after payment, refunds are available **if** no connecting activity was performed (apply, invite, full application view, etc.). Exact conditions are outlined in the Terms of Service.

Q34. Can foreigners use the platform?

Yes. Anyone living in or visiting Korea—including expats, digital nomads, slow travelers, and Korean diaspora abroad—can use the service.

The beta supports Korean and English, with more languages planned.