HouseSittingKorea Terms of Service

These Terms of Service (“Terms”) govern the use of HouseSittingKorea, operated by Care & Go (“Company,” “we,” “us,” or “our”).

By creating an account or using HouseSittingKorea, you agree to these Terms. Please read them carefully.

1. Purpose

These Terms set out the rights and responsibilities of Care & Go and Members of HouseSittingKorea, as well as the conditions and procedures that apply to the use of our Platform, Membership, and related Services.

2. Definitions

For the purposes of these Terms:

1. **“Platform”** means the HouseSittingKorea website, web application, and related online interfaces operated by Care & Go.
2. **“Services”** means the features and services provided through the Platform that enable Members to create and browse house-sitting information, express interest in a House Sit, communicate with one another, confirm and manage House Sits, submit reviews, and use other related features.
3. **“Member”** means an individual who creates an account and uses the Platform in accordance with these Terms.
4. **“Host”** means a Member who uses the Platform to find a Sitter to stay in their home and care for their pet(s) and home while they are away.
5. **“Sitter”** means a Member who uses the Platform to participate in a House Sit by staying in a Host’s home and caring for the Host’s pet(s) and home for an agreed period.
6. **“House Sit”** means an arrangement under which a Sitter stays in a Host’s home while the Host is away and cares for the Host’s pet(s) and home in accordance with the responsibilities agreed between the Host and Sitter. HouseSittingKorea is based on a mutual-exchange model in which neither Member pays the other a separate monetary fee in consideration for the House Sit itself.
7. **“Identity Verification”** means the verification process designated by us to help establish a Member’s identity and support trust and safety within the community.
8. **“Membership”** means the right, for a specified period, to access paid features designated by the Company.
9. **“Paid Features”** means features made available through Membership that enable Members to express interest in a House Sit, connect and communicate with other Members, confirm a House Sit, or otherwise facilitate direct connections between Members.
10. **“Content”** means profiles, house-sitting information, photographs, descriptions, reviews, ratings, and other content submitted to or made available through the Platform by Members.

3. Changes to These Terms

1. These Terms will be made available in a place where Members can easily access them.
2. We may update these Terms where reasonably necessary, provided that any changes comply with applicable law.
3. We will normally provide at least 7 days' notice of changes. If a change is materially adverse to Members or significantly affects their rights or obligations, we will provide at least 30 days' notice through the Platform, email, or another appropriate method.
4. Where applicable law requires separate consent to a change, we will obtain that consent as required.

4. Creating an Account

1. To create an account, you must provide the information required by the Platform and agree to these Terms and any other policies that require your consent.
2. You must be at least 19 years old to use HouseSittingKorea.
3. You must provide accurate, current, and truthful information about yourself. You may not use another person's identity or provide false information.
4. We may refuse registration or restrict an account where:

a. another person's identity or information has been used;
b. false or materially inaccurate information has been provided;
c. a person whose account was previously terminated for a serious violation attempts to rejoin improperly;
d. there are reasonable grounds to believe that use of the Platform may pose a significant risk to another Member or to the Platform; or
e. registration cannot reasonably be permitted under applicable law or these Terms.

5. Identity Verification

1. Members must successfully complete the Identity Verification process designated by HouseSittingKorea before purchasing a Membership or using Paid Features.
2. Identity Verification may be carried out through a third-party verification provider and may include verification of a government-issued ID or passport, facial verification, and mobile phone number verification.
3. Information about personal data processed in connection with Identity Verification, including the categories of data involved, processing methods, retention periods, and third-party processing, is set out in our Privacy Policy.
4. Members must complete Identity Verification using their own genuine information. Members may not use another person's identity, manipulate the verification process, or attempt to bypass it.
5. Members who have not completed Identity Verification, or whose verification has not been approved, cannot purchase a Membership or use Paid Features.

6. Account Security and Member Information

1. Members are responsible for maintaining control of their accounts and must not sell, transfer, lend, or allow another person to improperly use them.

2. Members are responsible for keeping material information in their accounts accurate and up to date.
3. If a Member becomes aware of unauthorized access to or use of their account, they should notify us promptly.
4. A Member may be responsible for issues resulting from their intentional or negligent failure to protect their account. This does not limit our responsibility where an issue results from circumstances attributable to us.

7. The Services

1. We provide features that enable Members to create and browse information relevant to House Sits, express interest in connecting with other Members, communicate directly with one another, and decide for themselves whether to proceed with a House Sit.
2. We may also provide Identity Verification, tools for confirming and managing House Sits, reviews, ratings, and other features designed to support trust and the use of the Platform.
3. Some features may be available without payment, while certain features relating to Member connections and communication may require an active Membership.
4. The specific features available free of charge or through a paid Membership, together with their applicable conditions, will be described on the Platform.

8. Our Role as a Platform

1. HouseSittingKorea provides an online Platform that enables Hosts and Sitters to browse information provided by other Members, express interest in a House Sit, communicate directly with one another, and decide whether to proceed.
2. We do not select, assign, dispatch, or place a particular Host or Sitter with another Member. We also do not assess Members' preferences or circumstances in order to choose a particular Member for them.
3. Hosts and Sitters review the information available on the Platform, communicate directly with one another, choose whom they wish to connect with, and determine for themselves whether and on what terms they wish to proceed with a House Sit.
4. HouseSittingKorea provides the online environment and features that support Member connections. We are not the person performing the House Sit.
5. We do not guarantee a connection with a particular Member, the formation of a House Sit, any particular number of opportunities, or any particular outcome from a House Sit.
6. A Member's inability to find a preferred Host or Sitter, or the fact that a House Sit is not ultimately agreed or confirmed, does not by itself mean that HouseSittingKorea failed to provide the Membership or Services made available to that Member.

9. Host Responsibilities

1. Hosts must provide accurate information that is reasonably necessary for a Sitter to decide whether to consider a House Sit.
2. Hosts must disclose in advance material information about their pet(s), including relevant health conditions, behavioural characteristics, known aggression,

medication, and any special care requirements that may materially affect the care required or the Sitter's safety.

3. Hosts must provide accurate information about the home environment and any circumstances materially relevant to the House Sit.
4. If CCTV, home cameras, or other recording or monitoring devices are present in or around areas relevant to the House Sit, the Host must disclose their existence and location to the Sitter in advance and comply with applicable privacy and other laws.
5. Before confirming a House Sit, Hosts should discuss and confirm with the Sitter the care arrangements, dates, pet-related information, emergency arrangements, and other material expectations.

10. Sitter Responsibilities

1. Sitters must provide truthful and accurate information about their experience, availability, and other information relevant to a House Sit.
2. Before expressing interest in or confirming a House Sit, Sitters should review and discuss the care requirements, dates, pet-related information, home environment, and any responsibilities they may not reasonably be able to perform.
3. During a confirmed House Sit, Sitters must respect the care arrangements and reasonable home-use conditions agreed with the Host.
4. Sitters must respect the Host's privacy and may not improperly use or disclose personal information, home information, or other private information learned through a House Sit.

11. Member Connections and Confirmation of a House Sit

1. Members may use the features available to them to express interest in a House Sit or communicate their interest to another Member.
2. An expression of interest or a response from another Member does not by itself mean that a House Sit has been confirmed.
3. A House Sit becomes confirmed when both the Host and Sitter complete the required confirmation steps provided through the Platform.
4. Before confirming a House Sit, Members are responsible for reviewing the other Member's information and discussing the dates, care arrangements, expectations, and any other matters they consider important.
5. We do not make a Member's decision for them or require a Member to proceed with a particular person.

12. Changes and Cancellations

1. If a Member needs to change or cancel a confirmed House Sit, the Member should inform the other Member as soon as reasonably possible and communicate with them about the situation.
2. A change or cancellation mutually agreed between the Host and Sitter is not, by itself, a violation of these Terms.
3. Where a change or cancellation results from unavoidable circumstances such as illness, accident, a family emergency, or a significant transportation disruption, we

may take those circumstances into account when reviewing any related report.

4. Where a Member repeatedly cancels a confirmed House Sit without reasonable cause or mutual agreement, deliberately stops communicating, or otherwise causes significant harm or disruption through an unjustified unilateral cancellation, we may take appropriate action under these Terms.

13. Membership

1. We may offer one or more Membership options as described on the Platform.
2. The price, features available through each Membership, and other material conditions will be clearly presented to Members before purchase.
3. A Membership is valid for one year from the date payment is approved.
4. The Membership fee is the price for the right to access the Paid Features included in the applicable Membership during its validity period. It is not calculated according to the number of times a Member uses the Services, the number of Member connections, the number of House Sits agreed or confirmed, or the number of days on which the Member actively uses the Platform.
5. A Membership period is not automatically extended merely because a Member chooses not to use the Platform or Paid Features during part of that period.
6. Where applicable law provides a right to terminate a Membership early or receive a refund, that right will be handled in accordance with applicable law.

14. Purchasing and Using a Membership

1. Members may purchase a Membership through the process made available on the Platform.
2. Before purchasing a Membership, a Member must successfully complete and receive approval through the required Identity Verification process.
3. The Membership becomes active, and its validity period begins, when payment has been successfully approved.
4. An active Member may use the Paid Features included in their Membership during its validity period.

15. Payment

1. Membership fees may be paid using the payment methods made available on the Platform.
2. Before payment, we will provide material information about the Membership, including its price, validity period, principal conditions, payment method, and applicable refund conditions.
3. If payment cannot be completed because of a payment-provider decline, incorrect payment information, a technical issue, or another payment failure, the Membership may not be activated.
4. We will provide payment and transaction information as required by applicable law.

16. HouseSittingKorea 14-Day Full Refund Policy

1. We provide a full refund of the Membership fee where both of the following conditions

are met:

a. the Member requests a refund within 14 days after payment approval; and
b. the Member has not used any Paid Feature included in the Membership.

2. If a Member uses a Paid Feature, including a feature that enables the Member to express interest in a House Sit or initiate a connection with another Member, the Membership is no longer considered unused for the purposes of this 14-day full refund policy.

3. Once a Member has used a Paid Feature, a request based solely on a change of mind is not eligible for the full refund provided under this Section.

4. This 14-day full refund policy is a HouseSittingKorea policy and does not limit any separate right of withdrawal, termination, refund, or other remedy available to a Member under applicable law.

17. Withdrawal, Termination, and Refund Rights Under Applicable Law

1. A Member's rights of withdrawal, termination, and refund are subject to any mandatory requirements of applicable law.

2. Where the Services actually provided materially differ from what we represented or agreed to provide, applicable rights of withdrawal, termination, refund, or other remedies will apply in accordance with applicable law.

3. If applicable law gives a Member a right to terminate a Membership before the end of its validity period, we will process the termination and any required refund in accordance with that law.

4. Where applicable law requires a refund, it will be processed within the period and by the method required by that law.

18. Requesting a Refund or Termination

1. Members may request a refund or termination through the customer-support or electronic contact method made available by HouseSittingKorea.

2. In reviewing a request, we may verify relevant information such as the payment date, Membership status, use of Paid Features, and the reason for the request.

3. Where a refund is approved, we will normally refund the original payment method. If this is not reasonably possible, we may arrange another refund method with the Member.

4. Any mandatory statutory refund period will apply where required by law.

19. Member Responsibilities

1. Members must respect the safety, rights, property, privacy, and dignity of other Members and must not engage in conduct that materially undermines the trust or integrity of the HouseSittingKorea community.

2. Members must not collect, use, disclose, or share another Member's personal information, contact information, home information, or other non-public information beyond what is reasonably necessary for the relevant House Sit or otherwise permitted by law.

3. Members should make reasonable efforts to honour arrangements they have made

with another Member and communicate material changes as promptly as reasonably possible.

20. Prohibited Conduct and Account Action

1. We may take appropriate action where we reasonably determine, based on the information available to us, that a Member has engaged in conduct including:

a. providing materially false information, impersonating another person, or misusing Identity Verification;
b. abusive, insulting, threatening, harassing, discriminatory, or persistently inappropriate conduct toward another Member;
c. violence, theft, intentional property damage, invasion of privacy, or conduct creating a serious risk of harm to another person, property, or personal information;
d. intentionally providing false information or concealing material information about a pet's health, behaviour, known aggression, or other circumstances important to a Member's decision whether to proceed with a House Sit;
e. repeatedly cancelling a confirmed House Sit without reasonable cause or mutual agreement, or causing significant harm by unjustifiably abandoning a House Sit or deliberately ceasing communication;
f. fraudulent or manipulated reviews, fraud, knowingly false reports, or other abuse of the Platform's trust and safety systems;
g. improperly collecting, using, or disclosing another Member's personal or non-public information;
h. interfering with the normal operation of the Platform or attempting to misuse, circumvent, or manipulate its systems or features; or
i. any other serious violation of applicable law, these Terms, or reasonable rules adopted to protect the safety and integrity of the community.

2. When determining an appropriate response, we may consider the nature and seriousness of the conduct, whether it was intentional or negligent, whether it was repeated, the actual or potential harm involved, whether the Members reached an agreement, any steps taken after the incident, and other relevant circumstances.

3. Depending on the circumstances, action may include a warning, restriction or removal of Content, restriction of particular features, temporary suspension, termination of Membership or account access, or restriction on re-registration.

4. The fact that a Member has been reported does not, by itself, establish that the Member violated these Terms.

21. Reports, Review, and Member Response

1. A Member may report conduct that they reasonably believe violates these Terms or applicable service rules, or that threatens the safety, rights, property, privacy, trust, or integrity of the community.

2. When a report is received, or when we otherwise become aware of a potential violation, we may review information reasonably necessary to understand what occurred, including relevant Platform records, information provided by the Members involved, and supporting materials submitted to us.

3. We may request additional information from the reporting Member, the reported Member, or both.

4. We will consider the information reasonably available to us. A claim or allegation made by one Member does not automatically establish responsibility on the part of

another Member.

5. Before taking action that would materially restrict a Member's account, we will generally provide the Member with the reason for the proposed action and a reasonable opportunity to respond.
6. Where we reasonably believe immediate action is necessary to protect another Member, prevent further harm, protect personal information, or address an urgent safety or security concern, we may temporarily restrict features or suspend an account before completing our review. Where appropriate, the affected Member will subsequently be given an opportunity to respond.
7. Our review and account-action process is intended to protect the safety and integrity of the Platform. It is not a judicial process, and we do not determine criminal liability or finally adjudicate civil liability between Members.

22. Responsibility for Loss Between Members

1. A Host or Sitter may be responsible under applicable law for loss or harm caused to another person or their property through that Member's intentional or negligent conduct.
2. Costs, loss, damage, or compensation arising from the actual performance of a House Sit are generally matters for the Members involved to address directly, based on the circumstances and applicable law.
3. Necessary expenses arising from an emergency, such as veterinary treatment for a pet, are separate from payment for the House Sit itself and should be handled according to any arrangements made between the Host and Sitter and applicable law.
4. Any warning, restriction, suspension, or other action taken by HouseSittingKorea is a Platform-level trust and safety measure and is separate from any question of financial liability between Members.
5. HouseSittingKorea does not unilaterally determine the amount one Member must pay another as compensation or make a binding determination of civil or criminal liability between Members.

23. Member Content

1. Members retain their rights in the Content they create.
2. Members may only upload Content that they have the right to use and must respect the privacy, copyright, image rights, and other legal rights of others.
3. Content made public through the Platform may be displayed to other Members as reasonably necessary to provide the Services.
4. Where separate consent is required for us to use Member Content for external advertising, marketing, or promotional purposes, we will obtain that consent.
5. We may restrict, remove, or request changes to Content that:

a. is materially false or misleading;
b. violates another person's privacy or legal rights;
c. contains unlawful material or inappropriate commercial promotion;
d. creates a material safety risk to another Member; or
e. seriously violates applicable law, these Terms, or applicable service rules.

6. Except where urgent safety or legal action is required, we will make reasonable efforts to inform the affected Member of the reason for material Content moderation action.

24. Reviews and Ratings

1. Members may submit reviews or ratings based on their actual House Sit experience.
2. Reviews and ratings must reflect genuine experience and must not contain knowingly false statements, threats, harassment, unlawful disclosure of personal information, or content that otherwise infringes another person's rights.
3. Review periods, publication timing, display methods, and other operational details may be described separately on the Platform.
4. We do not alter the substance of a Member's review in order to make it more favourable or unfavourable to another Member.
5. We may restrict or remove fraudulent, manipulated, unlawful, or otherwise policy-violating reviews where reasonably necessary.

25. Changes to or Suspension of the Services

1. We may change features of the Services where reasonably necessary for service improvement, technical requirements, security, legal compliance, policy changes, or operational reasons.
2. Where a change materially affects the principal conditions of a paid Membership or Members' rights or obligations, we will provide reasonable advance notice.
3. The Platform or certain Services may occasionally be unavailable due to events such as technical failures, telecommunications outages, third-party service failures, urgent security issues, natural disasters, or other circumstances reasonably outside our control.
4. If, due to circumstances attributable to us, a Member is unable to use material Paid Features for a significant period, we will take appropriate steps as required by applicable law, which may include restoration of the Services, an adjustment to the Membership period, a refund, or another appropriate remedy.

26. Closing Your Account

1. Members may request to close their account using the method provided by HouseSittingKorea.
2. Closing an account and receiving a refund of a Membership fee are separate matters. Refunds and early termination of a Membership are governed by these Terms and applicable law.
3. If a Member has an upcoming or ongoing confirmed House Sit, the Member should notify the other Member and take reasonable steps to address any outstanding arrangements before closing the account.
4. Personal data following account closure will be handled in accordance with our Privacy Policy and applicable law.

27. Our Responsibilities

1. We will comply with applicable law and these Terms and will make reasonable efforts

to provide the Services reliably.

2. We will make reasonable efforts to provide the Membership and service features that we have agreed to provide.
3. We process personal data in accordance with our Privacy Policy and applicable law.
4. We provide a means for Members to contact us regarding legitimate questions, reports, and complaints.
5. Where necessary to protect trust and safety on the Platform, we may review reports and take reasonable action in accordance with these Terms.

28. Scope of Our Responsibility

1. We are responsible, as required by applicable law, for the Membership, service features, payment processes, and Platform operations that we directly provide.
2. We do not select or assign Hosts or Sitters. Except to the extent expressly represented by us, we do not guarantee a Member's personal characteristics or conduct, a home environment, a pet's behaviour, or the performance of arrangements made directly between Members.
3. To the extent permitted by applicable law, we are not responsible for loss caused solely by materially false or inaccurate information provided by a Member, a Member's failure to perform an arrangement made with another Member, or the intentional or negligent conduct of a Member where the loss is not attributable to us.
4. We do not guarantee a connection with a particular Member, the formation of a House Sit, any particular number of opportunities, or a particular level of satisfaction or outcome from an individual House Sit.
5. Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited, including liability arising from circumstances attributable to us where applicable law provides otherwise.

29. Disputes Between Members

1. If a dispute arises between a Host and Sitter in connection with a House Sit, the Members should first make reasonable efforts to resolve the matter directly with each other.
2. Where reasonably necessary for the safety and integrity of the Platform, we may review relevant Platform records, receive information from the Members involved, and take appropriate Platform-level action.
3. Our involvement in reviewing a report or supporting communication between Members does not make us a party to the dispute or transfer a Member's individual legal responsibility to HouseSittingKorea.
4. Where a Member believes that a crime, medical emergency, fire, or other serious safety issue may be involved, the Member should contact the appropriate police, emergency, medical, or other competent authority as appropriate.

30. Governing Law and Dispute Resolution

1. These Terms and the relationship between Care & Go and Members in connection with the Services are governed by the laws of the Republic of Korea.

2. If a dispute arises between us and a Member, both parties should first make reasonable efforts to resolve it amicably.
3. If a dispute cannot be resolved by agreement, jurisdiction will be determined in accordance with applicable law and the rules governing court jurisdiction.
4. If mandatory consumer-protection laws of a Member's country or place of residence apply notwithstanding the governing-law provision above, nothing in these Terms is intended to exclude rights that cannot lawfully be waived under those laws.

31. Language

1. These Terms may be made available in Korean, English, or other languages for the convenience of our international Members.
2. If there is a difference in meaning between the Korean version and a translated version, the Korean version will govern to the extent permitted by applicable law.
3. Nothing in this Section overrides any mandatory rights available to a Member under applicable law.

Supplementary Provisions

1. Effective Date

These Terms take effect on **October 1, 2026**.

2. Previous Terms

These Terms replace the previous HouseSittingKorea Terms of Service from the Effective Date. Any rights or obligations that arose before the Effective Date, or matters that must be treated differently under applicable law, will be handled in accordance with applicable law and the terms that applied at the relevant time.