Nuzzle Code of Conduct & Ethics

Introduction

Nuzzle is committed to providing a trusted, professional, and ethical pet care service for pet owners and service providers. By joining Nuzzle as a Nuzzle Pro, you agree to uphold the highest standards of conduct and professionalism in the pet care industry. This Code of Conduct outlines our expectations to ensure safety, integrity, and quality service for all users of the Nuzzle platform.

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1. Basic Membership Requirements

By joining Nuzzle, you confirm that you:

- **Provide Pet Care Services**: Members must offer pet care services, which include but are not limited to pet sitting, dog walking, boarding, and related services.
- **Meet the Age Requirement**: Members must be at least 18 years old to enter legal agreements and operate as independent service providers.
- **Comply with Local Laws**: Members must adhere to all applicable laws and regulations, including obtaining necessary business licenses, insurance, and permits.
- **Avoid Conflicts of Interest:** Members may not use the Nuzzle platform to solicit or conduct pet care transactions outside of the platform. This includes, but is not limited to, directing clients to book services privately, advertising competing services, or engaging in any actions that bypass Nuzzle's booking and payment systems. Engaging in off-platform transactions may result in account suspension or termination.

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2. Professional Conduct & Responsibilities

2.1 Safety & Integrity

Members must conduct themselves with honesty and professionalism, avoiding any actions that could endanger pets, pet owners, residences, or the Nuzzle community. Any criminal convictions related to animals, property, or personal harm may result in membership termination.

2.2 Anti-Discrimination & Harassment

Nuzzle is committed to fostering an inclusive and respectful environment. Discrimination, harassment, bullying, xenophobia, or racism in any form will not be tolerated. Members are expected to adhere to Nuzzle's Anti-Harassment Policy.

2.3 Professional Communication

- Members must treat clients, other service providers, and Nuzzle staff with respect in all interactions, including in-person, online, and via phone or email.
- Abusive language, threats, or harassment directed at others will result in account suspension or termination.

2.4 Ethical Business Practices

- Members may not engage in false advertising, misleading reviews, or fraudulent activity.
- Service providers must set fair and transparent pricing and cancellation policies.
- Members must respect client confidentiality and protect personal information.

2.5 Providing Feedback & Addressing Issues

Nuzzle encourages members to provide constructive feedback and address concerns through appropriate channels. Complaints about fellow service providers should be handled professionally and reported through the proper support channels rather than public forums.

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3. Client Relations & Service Quality

3.1 Duty of Care

- Members must ensure pets receive proper care, attention, and supervision at all times.
- Service providers should only accept bookings for pets they are qualified and comfortable handling.

3.2 Pet Safety & Health

- Service providers must confirm that pets in their care are properly vaccinated and healthy.
- Any pet illness or emergency must be communicated to the owner immediately, and appropriate veterinary care should be sought if necessary.

3.3 Professionalism in Service Delivery

- Bookings should be completed as agreed upon with pet owners.
- Cancellations should be minimized, and any unavoidable cancellations must be communicated promptly.
- Pet owners should provide all necessary information regarding pet care, and service providers must follow provided instructions.

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4. Intellectual Property & Platform Use

4.1 Use of Nuzzle's Name & Materials

- Members must respect Nuzzle's intellectual property rights and use Nuzzle branding only as authorized.
- Members are prohibited from using Nuzzle's platform to solicit clients for off-platform transactions.

4.2 Compliance with Platform Policies

- Service providers must use Nuzzle for legitimate pet care services and may not engage in activities that could harm the platform's integrity.
- Attempting to bypass Nuzzle's policies, including booking services outside of the platform to avoid fees, is prohibited.

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5. Complaints & Disciplinary Actions

5.1 Client Complaints

Nuzzle expects service providers to handle client concerns professionally. Pet owners who have service complaints are encouraged to communicate directly with the service provider to resolve issues amicably. Service providers should respond to Pet owners as quickly as possible, but in no circumstances later than one business day.

5.2 Reporting Violations

Violations of the Code of Conduct may be reported to Nuzzle's support team. Serious misconduct may lead to account review, suspension, or termination.

5.3 Consequences of Violations

Nuzzle reserves the right to take disciplinary actions, including:

- **Warnings** for minor infractions.
- **Temporary suspensions** for repeated or moderate violations.
- **Account termination** for severe or repeated breaches of the Code of Conduct.

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6. Agreement & Enforcement

By joining Nuzzle as a NUzzle Pro, you agree to abide by this Code of Conduct. Failure to comply with these standards may result in account suspension or termination.

7. Updates

Nuzzle reserves the right to update this Code of Conduct as necessary to ensure a safe and professional environment for all users.

For questions or concerns, please contact **hello@nuzzle.pro**.

Last Updated: 02/28/2025