



# PET SITTING SERVICE AGREEMENT

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## **Terms and Conditions**

Pet Sit Girls and Pet Sitters agree to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services, the Client expressly waives and relinquishes any and all claims against Pet Sit Girls except those arising from negligence or willful misconduct on the part of Pet Sit Girls or Pet Sitters.

Pet Sit Girls reserve the right to terminate this agreement at any time before or during its term if Pet Sitter determines that client's pet poses a danger to the health or safety of themselves or others. If concerns prohibit Pet Sitter from caring for pet, client authorizes pet to be placed in a kennel with all charges to be charged to client.

Due to the extreme unpredictability of animals, Pet Sit Girls cannot be held responsible for any unusual mishaps (i.e., pets refusal to take medication, escaping yard, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death). If Client requests pets to have outside access or requests persons other than Pet Sit Girls representative in home, client releases Pet Sit Girls from all liability for loss, injury or death to pets. Client is liable for injury or damage to Third Parties.

Visit times are approximate and subject to change based on the needs of all pets under Pet Sit Girls' care. Pet Sit Girls are entrusted to use best judgment in caring for pets and home. In the event of an emergency situation, inclement weather or natural disaster, Pet Sit Girls will be held harmless for consequences related to such decisions.

In the event of injury or illness of your Pet Sitter, or other emergency circumstance where duties are unable to be performed, client authorizes Pet Sit Girls to arrange for a back-up sitter to take over duties as outlined in this agreement.

Client authorizes Pet Sit Girls to take photos of clients' pets for their file and for their website [www.petsitgirls.com](http://www.petsitgirls.com). All photos taken are property of Pet Sit Girls.

## **Payment Policy:**

Payments for walking or sitting services are to be paid in full at the time of booking or on the first day that service begins. Pet Sit Girls accepts the following forms of payment: checks made payable to Pet Sit Girls, Visa/Mastercard/American Express/Discover or cash. There will be a \$35.00 charge for all returned checks. If payment is not received at the time of service, a \$25.00 late fee may be added to your invoice. If Client requests to extend service, the Client guarantees payment at the same rate for all services provided within 7 days after returning home. Tips are accepted and greatly appreciated; any tips received are always given to your sitter.

## **Short Notice Surcharge:**

A short notice surcharge of \$20 will apply for all same day service requests. This includes voice mail messages or e-mails requesting service after our normal business hours for service the next day. This allows us to compensate our sitters who need to make adjustments to their schedules to accommodate last minute reservations.

## **Cancellation Policy:**

Many times we are forced to refuse clients due to unavailability, therefore we greatly appreciate advance notice for all changes and cancellations. For early return and cancellation of services (for non-holiday reservations) a 12-hour notice is required or a cancellation fee equal to one visit will apply. After cancellation fees, any remaining balance will be applied to future pet sitting visits only. No refunds will be given on unused visits.

## **Holiday Reservations:**

An additional holiday charge of \$7 per visit will apply for visits made on the following holidays: **New Years Eve, New Years Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day**. Reservations for all holidays must be paid in full at least 7 days prior in order to guarantee your pets reservation. Cancellations within 7 days are non-refundable and no credits will apply.

## **Emergency Care Policy:**

In the event of pet illness or other medical emergency and specified vet is unavailable, pet will be taken to closest vet. Client understands and agrees that attempts will be made to contact them in case of an emergency and if client is unreachable, Pet Sitter has permission to authorize any care that the vet deem necessary for pets health, safety, and survival. Client agrees to reimburse Pet Sit Girls for any additional fees and all costs relating to vet care during their absence, which may include x-rays, blood-work, surgery and/or other expensive procedures, as well as an emergency medical transport fee of \$30.00. For the safety of your pet and others, pets must have current vaccinations. Should Pet Sitter be bitten or otherwise exposed to any disease or ailment received from client's animal which has not been properly vaccinated, it will be the client's responsibility to pay all costs and damages incurred by the victim. **Additional Fees/Charges Policy:**

Pet Sit Girls reserve the right to invoice/bill at \$20.00 per half hour or any portion thereof, for additional time spent over a 30-minute visit that is necessary for the care of client's pets at home. This includes service and time for the following, but not limited to: all veterinary trips; pet illness; excessive clean-up resulting from pet incontinence, accidents or frequent vomiting; complications administering medications; obtaining pet food; medication or supplies; wait time for emergency home repair or locksmith services; search for pets that escaped confinement or leash. Client will be responsible for all expenses incurred and reimburse Pet Sit Girls upon return.

## **Key Policy:**

Two working copies of your house key must be provided at the time of the consultation meeting. If you live in a gated community, you must provide a gate card, remote or appropriate access codes. Keys will be kept on file for future use unless client wishes them returned. Key return options: 1) In person - \$15 key drop off charge; or 2) Pick up keys from our UPS store location or office. For liability reasons, NO KEYS will be mailed by regular mail, hidden outside or locked in homes on last visits. Pet Sit Girls will not be held liable for lost, stolen or misdirected keys. Should keys become unusable, lock malfunction, client fails to leave a key or for any other reason beyond Pet Sitter's control, Pet Sit Girls and Pet Sitters have authorization to employ the services of a locksmith to gain entry into a client's home on client's behalf. Client will be responsible for all expenses incurred and reimburse Pet Sit Girls upon return.

This Service Agreement shall be valid from this date. Client authorizes this agreement to be a valid contract for this and all future pet sitting services, permitting Pet Sit Girls to accept clients' telephone or e-mail reservations for service and to enter clients' premises without additional signed agreements or written authorization. Client acknowledges that they have read and reviewed the Policies/Terms and Conditions of this Service Agreement and agrees to/understands all policies.

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Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Pet Sit Girls Pet Sitter

\_\_\_\_\_  
Date