



Sit, Stay. Pet Sitting Contract

sit, stay. is a bonded and insured professional service offering an in home pet care service providing complete and personalized care of our pets in the comfort of their own homes. We are dedicated to building relationships with our clients and their pets based in mutual trust and respect. Our highest priority is the comfort, safety, health and happiness of your pet and our pledge to you to provide loving care of your pets. We operate 7 days week, 365 days a year.

1. Pet sitter is authorized to perform pet and home care services as outlined in the information sheet contained on the preceding pages. **sit, stay.** agrees to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against the pet sitter except those arising from negligence or willful misconduct on the part of the pet sitter.
2. The pet sitter is authorized by signature on the reverse side to seek emergency veterinary care for the client's pets with release from all liabilities related to transportation, treatment, and expense. Should the specified veterinarian be unavailable, pet sitter is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommend by a veterinarian. The client agrees to reimburse pet sitter for expenses incurred plus any additional fees for attending to this or any expenses incurred for any other pet food, supplies, or home care needed. In the event of the clients delayed departure or early return home, the client is responsible to notify the representative in sufficient time to avoid the expense of unnecessary visits.
3. Interview fees are due at time of interview. 50% deposits are required to hold a space for pet sitting or housesitting for all Statutory Holidays. Fees for first-time clients are due in full prior to departure. Established clients are to pay fees before departure or with prior approval to mail in balance within 24 hours after arrival. If applicable, additional assessed fees (i.e. veterinary care, pet transportation, or the need to purchase pet food) should be mailed after discussing these items upon the client's return. In the event of a client's delayed return, additional visits on this contract should be mailed at the agreed contract rate.
4. In the event of inclement weather or natural disaster precluding safe travel, pet sitter is entrusted to use its best judgment in caring for pet(s) and home. Pet sitter will be held harmless from consequences related to such decisions.
5. If the primary pet care provided is unable to perform service, the client authorizes pet sitter to arrange for another **sit, stay.** care provider to fulfill responsibilities as set forth in this contract.
6. The client's authorization for any other person; including housekeepers, contractors, family members relatives, or friends and neighbors of any age; to enter the client's home during this or any future period constitutes a shared-visit arrangement. Because **sit, stay.** does not have sole access to the client's home and



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does not exercise sole care for the client's pets, **sit, stay.** cannot be held responsible for incidents involving the home or pets during such periods. Accordingly, the client hereby agrees to hold **sit, stay.** harmless for any incidents involving the home or the pets during all periods of service that include shared-visit arrangements.

7. If the client requests that **sit, stay.** leave the pet unattended for periods of time in an outside area, either around or near the client's residence, client hereby agrees to hold **sit, stay.** harmless in the event of any injury or death to the pet occurring during times in which **sit, stay.**, as requested by the client, leaves the pet unattended. This may include, but is not limited to, requests to leave dogs unattended on the client's property, either in an enclosed area or not, a cat left to roam outside of the home and its property, or a pet left in an electronic containment system (invisible fence) which may or may not be operational.
8. All pets are to be currently vaccinated. Should the **sit, stay.** representative be bitten or otherwise exposed to any disease or ailment received from the client's animal, it will be the client's responsibility to pay all costs and damages incurred by the victim.
9. Pet sitter reserves the right to terminate this contract at any time before or during the term if **sit, stay.**, in its sole discretion, determines that the client's pet poses a danger to the health or safety of the **sit, stay.** representative. If concerns prohibit pet sitter from caring for the pet, the client authorizes pet to be placed in a boarding facility with all charges there from to be charged to the client.
10. The client authorizes this signed contract to be valid approval for future services of any purpose provided by this contract. Pet sitter is permitted to accept telephonic reservations for future service and update pertinent information without additional signed contracts or written authorization. This contract can be terminated at any time for any reason at the request of either party.

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SIT STAY SERVICES

1. Services provided:
 - a. **Daily Visits** – Daily visits are generally 30 – 45 minutes in duration and occur between the hours of 6:00 – 8:00 am and 6:00 – 8:00 pm.
 - b. **Midday Walks** – These visits are generally 20 minutes in length and occur when you are in town but unable to return home to care for your pet over the noon hour. Rate is flexible and agreed upon between client and Sitstay representative.
 - c. **Trial Visit** – a trial visit is an individual 'get acquainted' opportunity before you depart on your trip. It may be required to ensure that the pet will allow **sit, stay.**



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representative to safely enter the home and provide care or to allow us the before better acquainted with your exotic pet or an unusual routine. The rate for these visits is \$40/visit.

- d. **Overnight Service** – Overnight service is a request for the pet care provider to live in the home during the absence of the owner. Hours are flexible and communicated between pet care provider and client.
2. We prefer not to share the care of your pets with anyone else. This is for your pet's well being, the security of your home and our employee's protection. If you desire for us to share the visit with another person (family member, neighbor, or relative), our service contract releases us from liability due to negligence of the other party. This also applies when other contracted services (carpenter, maid, carpet cleaners, etc.) will be in the home during the period of our contracted service with you.
3. With the exception of the requirement to administer time-sensitive medications, we cannot commit to be at your home at an exact time each day. Due to traffic, weather conditions, and the unpredictability of circumstances at prior scheduled visits that day, we still cannot guarantee an exact visit time but will make every effort to be there at the requested time.
4. We will not provide service for loose or chained dogs. If pets are contained in a fence or by invisible fencing when a **sit, stay.** representative is not there, our service contract releases us from liability involving pets left out unsupervised.
5. Our signed service contract permits us to get medical care from your veterinarian and the animal emergency clinic with reimbursement of all incurred expenses to **sit, stay.**
6. We cannot accept biting, aggressive, or ill pets. Pregnant pets are accepted on a case-by-case basis. We appreciate honesty and full disclosure of your pet's needs and personality!
7. We reserve the right to require a paid trial visit if your **sit, stay.** representative feels it is necessary for their safety or to become better acquainted with the pet or the daily routine.

Communications

1. Please email the night before your departure to confirm your trip.
2. Please make reservations for future visits through with your sit stay representative so there will be no misunderstandings about your departure and arrival dates and times.



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3. We appreciate it when you contact your sit stay representative so with a “we’ve returned home” confirmation call.
4. Please keep your sit stay representative updated with changes to information gathered during the registration interview. Of particular importance is information concerning your contact phone number, security system status and pet health care (medications or veterinarian) changes. Instructions for administration of all medications must be clearly written on a separate sheet of paper.
5. Once you have scheduled services, we ask that you call with your sit stay representative so with any changes in your travel departure or return times. If you forget to inform us of your delayed departure or early return and you are there when your pet care provider arrives for the scheduled visit, you will be charged the normal visit rate. When possible please call the night before with a change in departure or arrival times to accommodate our coordination of visits.
6. Travel plans change and “things happen” when you travel. If you find you will need us to continue service beyond the contracted period, we request at least 24 hours advance notice. Every effort will be made to accommodate your requests and additional visits will routinely be made at your normal visit fee. A late request fee may be added. Cancellation of pre-paid visits due to your early return will be credited towards future service visits.

Fees and Cancellations

1. **Fees** are quoted over email or the telephone and will depend on number of pets, location of home, and time of year. Please contact your sit stay representative with any questions.
2. **Statutory Holiday Fees:**
 - a. For in home and daily visits we add \$25 fee for each Canadian statutory holiday covered in the service dates.
3. **Deposits** are due upon invoicing. Remainder of payments are due on the first date of care.
4. **Cancellation fees:**
 - a. For **in home holiday cancellations**, less than 30 days (but more than 2 weeks) sitstay will retain 15% of full fee (taken from deposit). Remainder will be returned to client or put towards a future booking.
 - b. For **in home holiday cancellations**, less than 14 days (two weeks) sitstay will retain 25% of full fee (taken from deposit). Remainder will be returned to client or put towards a future booking.



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- c. For **daily visits**: Sitstay will not charge a cancellation fee for daily visits. If a deposit has already been paid, client's deposit will be put towards future booking.

Holidays are considered "peak periods" of long weekends, Thanksgiving, Christmas and February.

In the case of death or extenuating circumstances (not including "change of plans" a cancellation fee will not be kept.

5. **A finance charge** of 20% per month will be added to unpaid balances after thirty (30) days. Clients who consistently pay late may be asked to pay for future services in advance. Bills unpaid after 60 days will discontinue all future services.

Security

1. The **sit, stay.** maintains strict control of your house key and security alarm code information. Your pet's name and your last name is our cross reference from your contract to the keys which our **sit, stay.** pet sitter keeps.
2. We generally request that clients provide 2 house keys during the initial interview however, one can be with a local friend/family member and the other is handed to the pet sitter. Your representative will keep one key secured in their key box. You can also have a designated area around your home where a key can be hid in the event you have an unscheduled need for service and your primary pet care provider is out of town, the second key allows us to meet your needs without an additional delay in obtaining a key. We can also assist if you lock yourself out of your house!
3. Unless, otherwise agreed upon, keys will not be left inside in case you cannot return from your trip due to problems with transportation and the pet sitter is able to return to the home. Please coordinate with your pet sitting representative.
4. Your pet sitting representative is familiar with most home security systems but may request a "walk through" of setting and disarming your system to understand it nuances. We cannot be responsible for false alarms when systems have been armed or disarmed according to your instructions. You have several options with respect to your security code:
 - a. You may provide your pet care provider with your personal code.
 - b. You may change the code for the duration of service or provide us with a 'guest code' that is only activated during the contracted period.
 - c. You may choose to leave the system disarmed while you are away.

Holidays

1. We are busiest during the holiday periods and often are fully committed prior to holidays. We strongly suggest that you make reservations at least 30 days in



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advance of major holidays. If paying by check, please send one half of your total bill for the holiday trip 30 days in advance of your departure.

2. A 50% deposit will hold a pet sitting space for Thanksgiving and Christmas.
3. You may contact your sit stay representative anytime for reservations and cancellations.

These policies and fees are subject to change from time to time as necessary. **sit, stay.** reserves the right to make exceptions to policies when prudent. We thank you for your understanding and compliance with our **sit, stay.** policies. Please do not hesitate to request clarification!

I agree to the above terms and hereby acknowledge I have read and understood the contents of this document.

Client Name: _____ Date: _____

Sit Stay Representative Name: _____ Date: _____