

# 2024 Pet Sitting Service Agreement

This pet service agreement is designed to outline the roles and responsibilities between you, the client, and the use of our services.

## Defined services:

We offer drop in pet sitting services, dropping into the clients home to care for your pet in the most comfortable setting possible. But this does not change risks when leaving pets unattended for long periods of time. It is with this acknowledgement that you, the owner, proceeds with this waiver to participate in pet sitting services with Sweet Whiskers. At this time we do not offer overnight care.

We offer three packages for your furry friend, please see our website for current rates:

[whiskersinames.com/petsitting](http://whiskersinames.com/petsitting) While we are cat exclusive, and do not serve our canine companions, many clients have asked if we will care for other species. We will accept this on a case by case basis. Currently we have staff who have experience with a wide variety of pocket pets, aquariums (fresh, salt and brackish), birds, reptiles, arachnids, and amphibians.

- House-Pet
  - Drop in's cover basic care tasks for up to 3 pets.
  - - Care tasks such as refreshing water, feeding, scooping litter/changing potty pads out.
    - Putting our eyes on the pet to ensure it's physically ok.
    - Communication with client. Every few visits (or more if needed) we will also send a follow up text to owner (with photo of pet if possible).
  
- Farm Call
  - Drop in's cover basic care tasks for 4-6 pets
  - - Care tasks such as refreshing water, feeding, scooping litter/changing potty pads out.
    - Putting our eyes on the pet to ensure it's physically ok.
    - Communication with client. Every few visits (or more if needed) we will also send a follow up text to owner (with photo of pet if possible).
  
- Cattery & Farm Call
  - Drop in's cover basic care tasks for 7+ animals
  - - Care tasks such as refreshing water, feeding, scooping litter/changing potty pads out.
    - Putting our eyes on the pet to ensure it's physically ok.
    - Communication with client. Every few visits (or more if needed) we will also send a follow up text to owner (with photo of pet if possible).

## **Reservation Requirements:**

- In order to reserve your pet sitting booking we require a 50% deposit. This deposit is non refundable, however with 72 hours notice or more it is transferable to an alternative date. For peak holiday dates, we require 7 days notice in place of 72 hours. Peak holiday rates are listed on our website and posted annually.
- Active cards must be kept on file for all services with Sweet Whiskers.
  - At the end of services rendered we will attempt to collect the full payment up to 3 times.
  - If a card does not run through successfully due to insufficient funds we reserve the right to require 100% cash payment in advance for future services.
  - For visits that are longer than one week we will collect the initial deposit to reserve services. Then charge the weekly balance at the end of each week, perpetually until services are completed and payment is made in full.

## **Eligibility:**

- Cats who are healthy are eligible for pet sitting services. If a cat is acutely ill drop in care is not an option, the only exception are chronic conditions that must be discussed with the business owners or pet sitting manager.
- Due to the nature of our drop in care we do not allow cats on insulin or unstable doses of medication to receive services. Very few exceptions are made on this policy, depending on stability of care and trial services might be required prior to Sweet Whiskers committing to such a reservation.

## **Policies for unwell pets:**

We hope that all pets do well in the comfort of their own home, on occasion we have observed a cat not eating, or doing appropriate waste habits. Typically this is due to the stress of the routine being upset.

- That said, sometimes it may be necessary for another observational visit to ensure the wellbeing of your pet. Additional observation visits are at the cost of the client.
- It is our policy to first try and contact the owner when possible to discuss this as a course of action BEFORE selecting this as an option.
- If a client can not be reached, and it is deemed necessary for the wellbeing of the pet, we will default to choosing to care for the pet in the most comprehensive way possible.
- When injury or illness supercedes our first aid expertise we will default to calling your vet or taking to emergency vet care services, at the cost of the client.

## **Access:**

- In order to access your home we will need either a copy of the key, a fob, or a digital code for entry (we do not use app access for lock entry).
- We require clients to provide 2 ways to access the home. Preferably two different sources. Either two keys, a combination of a code and key, or utilizing an outdoor lock box for one of the keys is acceptable. (Outdoor lock boxes are not provided by Sweet Whiskers and is the responsibility of the client to provide, however this is highly encouraged for your own benefits as well).
- It is your understanding if your provide a coded entry that we are not responsible for technological errors preventing access, including but not limited to: errors in the lock reading the correct code input, batteries

dying in the unit preventing access, alarm systems or notifications going off on your mobile devices when we are there to serve your pets. We strongly recommend leaving a hard copy key in an outdoor lock box to prevent any delay in care of your pets.

- If your house has camera's or alarm systems we need to be notified and given an access code to turn off alarm systems in a timely manner.
- If we can not gain entry we will notify you as quickly as possible. If you are not reachable at that time we will leave the premises but continue to reach out to you throughout the day. If access can not be gained within 24 hours or more and you are not accessible we will contact a local locksmith and gain entry to the home. Unless there is a life threatening circumstance or medical condition otherwise noted.
- By signing this pet sitting agreement you are agreeing to allow Sweet Whiskers to utilize a locksmith to access your home in these extreme circumstances. This must be expressly stated so that locksmiths can see clear documentation of this agreement. We will not utilize this until reasonable attempts have been made to contact you, as the owner. If a locksmith is utilized the cost of the rendered services will be added to your final balance.
- All pet sitting clients must have an emergency contact on file that is local and has means to access the home in case of emergency. Reasonable efforts to contact you also include utilizing your emergency contact prior to a locksmith being involved, if possible.
- Any keys rendered as a copy for pet sitters will be returned to the owner when final payment has been received unless future pet sitting has been arranged.
- No copies shall be made of this key without the express consent of the owner. All copies of keys shall be labeled with owners name and phone number and stored in a secure locked box in the Sweet Whiskers office.

#### **Outdoor access pets while owners are away:**

Despite pets being in the routine of going in / out of the home we do try and limit this to species appropriate outings that can be compliant with Ames leash laws. While we would all love to believe our pets don't get stressed and would behave similar to when we are home, it is easy for pets to become stressed, spooked, or scared with a new person or new routine for their pet while their owners are away.

For the reason we have the following policies regarding outdoor access for pets:

- Felines who are indoor/outdoor will not be allowed outdoor access unless leashed and under direct supervision of a staff member at all times.
- Canine house mates that are being watched by other sitters, will not be allowed outside off leash unless in a secure fencing directly attached to the home and at the sitters discretion.
- All pets that are exotic must have pre-approval with management staff before this is allowed as a request.

This contract is good for any and all future services.

#### **Our promise to you:**

As a licensed and insured company. We take pride in the fact that we put safety first for all our *fur* clients. Each of our staff members are not eligible for pet sitting care duties until they are fully CPR and First Aid certified and have taken our core training program.