

**Hedy's Pet Sitting**

PO Box 285, Mosier, OR 97040, www.hedypetsitting.com, 541-490-7570, hedy@gorge.net

**Service Contract**

**Client Information**

Name(s) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip Code \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Other Phone Numbers: \_\_\_\_\_

Email Address \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

**Veterinary Information** (Please leave credit card information at the vet's for billing purpose in case of emergency)

Name/Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Doctor: \_\_\_\_\_

Name/Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Doctor: \_\_\_\_\_

**Pet Medical Emergency Information**

We, the client, give you, Hedy's Pet Sitting, permission to authorize emergency medical care for our pet(s) as deemed necessary by a veterinarian of our choice. We, the client, will be responsible for full payment of such care.

**Keys**

2 Keys provided: Yes / No                      Tested: Yes / No                      Keep keys on file for future visits: Yes / No

Drop Off: Yes (Fee \$10) / No                      Pick Up: Yes (\$10) / No                      Other: \_\_\_\_\_

Alarm/Code information: \_\_\_\_\_

**Location of:**

Water Shut Off \_\_\_\_\_                      Breaker Box \_\_\_\_\_

Cleaning Supplies: \_\_\_\_\_                      Pet Waste Disposal: \_\_\_\_\_

Other: \_\_\_\_\_

**Notes** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I/we give you permission to authorize emergency work if necessary to prevent damage, and I/we will be responsible for full payment of such work.

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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### POLICIES

All uses of the phrase "Sitter, We, Our, or Us" shall refer to Hedy's Pet Sitting. And "Client, You, or Your" will be used here to refer to those who sign and date this agreement and the Service Contract for Pet Services.

- **Initial Set-Up Visit:** We provide an initial free visit where we become familiar with your home and your pets. Here we learn their routine and make sure they are comfortable with us. We also review our contract and policies with you, answer any questions, receive payment, and the keys to your home.
- **Scheduling & Visit Times:** Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. However, if an unforeseen situation arises, the time may be adjusted.
- **Service Confirmation:** We will make a confirmation call no less than two (2) days before each. Since phone messages can get lost, please make sure that we speak either personally to you or our call is acknowledged, to ensure your pet's needs are carried out as intended.
- **Payment:** Payment is due within 7 days when your request for services is confirmed by us. You can choose to mail a check (made out to Hedy' Pet Sitting) or pay through PayPal (5% processing fee for credit card payments). If we do not receive payment within 7 days, we hold the right to cancel your reservation. For a last minute reservation (within 3 days of service), we require placing immediate payment on your account via PayPal. For established clients only - payment can be left in client's home. We will leave a paid invoice for your records as a receipt. There is a \$25 fee for any returned checks.
- **Key Copies:** A set of two (2) working keys are required.
  - a) Keys on File: Please consider letting us retain your house key. Keys are kept in a secured lock system and are coded for client confidentially.
  - b) Pick up/Drop Off: Fee of \$10 applies per trip.
  - c) Leave at location: In secured location only. Sorry - no keys can be left outside for insurance/liability reasons.
- **Emergency Contact:** We have requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet. In the event that the customer does not provide a nearby emergency contact with access to your home for us, customer realizes that we will provide service, but not until conditions allow us to reach your home safely.
- **Access to your Home by Others:** If you allow any other person access to your home during Hedy's Pet Sitting's contract period, we cannot be held liable for any damages to property or pets as a result. Please notify us if someone will be in your home. Please also notify the person in your home that we are coming so that your visitor is not surprised by our entrance.
- **Returned Home Call:** Please let us know when you have returned home safely. Otherwise Hedy's Pet Sitting will continue services to assure the safety and well-being of your pets and you will be charged accordingly until you call us at 541.490.7570 to acknowledge you are home.

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### POLICIES continued

- **Cancellation:** We understand that your plans may change. Please understand that we must charge cancellation fees for cancellations without adequate notice. We do not overbook. Cancellation fees are necessary to ensure our business viability and our independent contractor's livelihood. *Refunds are not given at any time*, the remaining balance paid will be applied as a credit to your account for future services. Your credit will be confirmed via email.

Service	Notice	Cancellation Fee	Credit for Future Services
Regular visits	> 7 days	0%	100% for the full amount paid
	1- 6 days	25% (min \$22)	Remaining balance of full amount paid
Regular visits that include a Holiday	> 14 days	0%	100% for the full amount paid
	1- 13 days	50% (min \$22)	Remaining balance of full amount paid
Full /Night/Day	> 14 days	0%	100% for the full amount paid
	1 - 13 days	50% (min \$75)	Remaining balance of full amount paid
Last Minute	< 24 hours	100% first day, plus 50% of following visits	Remaining balance of full amount paid
Early Returns		50% of cancelled reservation	Remaining balance of full amount paid

If you are home during a scheduled visit and neglect or forget to cancel and we arrive at your home, the full price of the service will be charged.

- **Pet Care:** If a pet becomes ill while under the care of Hedy's Pet Sitting, Client authorizes Hedy's Pet Sitting to transport pet to Client's veterinarian (or one who is available) if this is needed in his/her best judgment. Client authorizes and approves any emergency treatment recommended by the veterinarian and Client agrees to pay promptly for any charges incurred. Client releases Hedy's Pet Sitting from any and all liabilities related to transportation, treatment, and expenses.
- **Inclement Weather** (Primarily severe storms, freezing rain, etc.): We will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The inclement weather plan will be as follows:
  1. Every effort will be made to drive to your home;
  2. The service schedule may be changed, interrupted, or altered due to circumstances;
  3. If it is not possible to drive safely to your home, your emergency contact will be notified;
  4. You will be notified that the above-mentioned contingency plan has been activated.
- **Medications / Vaccinations:** We will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be at serious risk. If you have such an animal, this must be thoroughly discussed. *Under no circumstances* will we service any pet that has any form of contagious illness. This is for the safety of our other customers. We require that all pets have the necessary vaccinations and immunizations before service begins. If a Hedy's Pet Sitting pet care provider is bitten or exposed to any disease or ailment received from your pet, which has not been properly or currently vaccinated, you will be responsible for all costs and damages that may incur.

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### POLICIES continued

- **Fences:** Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. We do not accept responsibility or liability for any pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area.
- **Pet and house/yard clean-up:** We will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. We are not responsible for carpet/flooring stains created by your pet. We do request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags and indicate where you would like the waste disposed.
- **Collars, ID Tags, Microchips, and Leashes:** All dogs will be required to wear a collar with ID tags or be micro chipped. All dogs on outdoor walks will be on a leash unless specifically requested by you.
- **Animal Behavior:** Animal behavior can be unpredictable. We do not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to your animal. Further, if a Hedy's Pet Sitting pet care provider is harmed or injured by your animal, you accept full responsibility for the cost of any necessary medical care expenses and damages that result from an animal bite. Bites must be reported to the local authorities as provided by law.
- **Unacceptable Pets:** We have the right to refuse animals who appears to be aggressive, ill, etc. or could cause harm to us or others. We do not have to provide reasoning for refusing to work with you or your animal.
- **Abandon Policy:** If you abandon your animal in our care, we have the right to report your actions to the appropriate authority, give your animal up for adoption, etc. All expenses incurred during this time period the client will be held 100% liable for reimbursing Hedy's Pet Sitting.
- **Liability:** Client expressly waives and relinquishes any and all claims against Hedy's Pet Sitting, except those proved to be arising from negligence on the part of Hedy's Pet Sitting. Hedy's Pet Sitting, company owner, agents, assigned successors, and heirs are not liable and are completely indemnified for any and all liability stemming from the act or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or service persons, that shall enter Client's residence or property for any purpose while Hedy's Pet Sitting is caring for Client's pet. It is expressly understood and agreed that Hedy's Pet Sitting shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pets during the period in which the pets are in the care of Hedy's Pet Sitting.
- **Services Rendered In Future:** Client states this contract as a valid approval for services by Hedy's Pet Sitting to accept all future telephone or email reservations and to enter their home without any additional written authorization. This document covers all pets owned by the client presently and all new animals they obtain after date this form is signed.

Client states they have read and understand the terms and conditions of this document.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_