



Raleigh Pet Sitters

919-605-5133

www.RaleighPets.com



Contract & Policies

I _____ give Raleigh Pet Sitters (RPS) permission to enter my home, care for my house and my animals in my absence. I have given RPS 2 working keys to my home. It is recommended that your keys remain on file with RPS for convenience in future use of our service. Your keys will be kept in a secure location and confidentially labeled with your pets name, not your address, for your protection. If you choose not to keep a key on file there will be a \$10 fee charged for any key pick-ups or drop offs.

1. Pet Sitting Visit Details: Raleigh Pet Sitters (RPS) generally provides each client with a 30 minute visit unless you request a different length of time for your visits which is charged accordingly. Sometimes the sitter may spend more time at your home if they don't have other jobs to get to as they do love your pets and they will receive quality pet care with us. Client visits during the busy Holiday Season can be a little shorter averaging approximately 20 minutes in length. We will care for your pets and home as requested on the initial consult and per the instructions listed in the pet profile that you have filled out. Please leave us any notes on the counter that your sitter will see on the 1st day of service and they will be followed per your instructions as well. You determine the number of visits per day you would like and the time frame you want the visits done. All dogs must be seen twice a day, small dogs under 40lbs or dogs that are crated must be seen 3 times a day. We do NOT do every other day visits for any pet. Our earliest visit time is at 7:30 AM and our latest visit time is at 9:30 PM. We are generally at your home within 30 minutes of the requested time for our visits. Although we make every effort to be on time the nature of our business sometimes requires us to perform extra duties that were not anticipated and may cause our schedules to be adjusted but never fear we will be there to care for your pets. Smaller dogs or animals on medication we do try to get to 1st in the AM as they cannot hold it like the larger dogs can so depending on your sitter's schedule your visit time may be adjusted accordingly.

*Please Note: Parts of this paragraph obviously does not pertain to regular mid-day dog walking services.

2. Job Sharing and 3rd Parties: Raleigh Pet Sitters (RPS) does not accept liability for other individuals that have access to your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that RPS has been contracted to care for your home & pets. Pet care will be performed by a bonded & insured pet sitter employed by RPS. In the event your assigned pet sitter has an emergency, your back-up pet sitter will come out to care for your pet(s). RPS reserves the right to assign a different pet sitter at any time, should this occur Cindy or her Asst Manager will meet the pet sitter at your home, show them where things are and your pet(s) routine and they will provide pet care. You will be notified if another sitter does take over the pet sitting job and you will be given their contact info so you can check in on your pet(s).

3. Other Dogs: Raleigh Pet Sitters (RPS) policy is to avoid contact with other dogs while walking your dogs (s). We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.

4. Medication & Vaccinations: Raleigh Pet Sitters (RPS) will administer medications as directed but cannot be held responsible for complications that arise as a result. Under no circumstances will RPS service care for any pet that has any form of active contagious illness. RPS requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations. If a RPS sitter is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

5. Unforeseen Purchases: Raleigh Pet Sitters (RPS) will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent if you happen to run out. We will retain a receipt and the pet owner is responsible for reimbursement to your sitter for these items. In addition a \$10.00 trip fee will be charged to the pet owner.

6. Privacy Policy: Raleigh Pet Sitters (RPS) agrees to keep all of your information private and confidential. RPS highly respects our clients entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted friend/neighbor/family member that while you are away, that RPS will be caring for your pets and your home.

7. Vet Care: I authorize Raleigh Pet Sitters (RPS) to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any and all charges related to this emergency care. I also authorize RPS to utilize an alternative veterinarian in the event my regular veterinarian is unavailable. Every effort will be made to contact the owner prior to obtaining emergency care. All vet info and authorization is collected on the Vet Release form that you filled out.

8. Pet Injury: Customer will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Raleigh Pet Sitters (RPS) in the event of a claim by any person injured by the pet.

9. Clients Home: It is expressly understood that Raleigh Pet Sitters (RPS) 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 they are in RPS care. RPS always picks up after your pet and if we come into any accidents we do clean that up to the best of our ability. Please inform us of the designated area of the appropriate cleaning supplies. RPS is not responsible for carpet/floor stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags.

10. Fencing: Raleigh Pet Sitters (RPS) will not be held liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors when we are instructed to leave pets outside or they have access to a pet door. RPS is also not responsible for any accidents or fatalities to dogs that are on an electric fence as anything can come into the yard and dogs can break the fence if he/she so desires.

11. Liability: Raleigh Pet Sitters (RPS) agrees to provide pet care services in a reliable, caring and trustworthy manner. Your pet sitter will keep your home neat and tidy and you generally will find it in the same condition that it was left in, if not cleaner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against RPS except those arising from gross negligence or willful misconduct on part of the pet sitter. The client agrees to notify RPS of any concerns within 24 hours of service or any complaints regarding service. RPS is bonded and insured, proof of this will be provided on request. References are also available on request, we are a reliable and respected company servicing over 700 clients since June of 2004.

12. Inclement Weather: You will entrust Raleigh Pet Sitters (RPS) to use best judgment in caring for your pets(s) and home at the time of inclement weather. RPS will try to carry out your instructions to the best of RPS's ability. Customer selection of a nearby emergency contact has been requested. Inclement Weather Plan: 1) Every effort will be made to reach your home. 2)The service schedule may be changed, interrupted, or altered due to circumstances. 3) If is not possible to drive safely to your home, your emergency contact may be notified. 4) You will be notified that the above-mentioned contingency plan has been activated. In some cases your pet sitter may also opt to take your pet(s) into their home in cases of severe weather approaching if we do not have a neighbor to contact, to ensure sure they are well cared for. They will be returned home once your sitter can safely drive again. Raleigh Pet Sitters (RPS) has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to reach your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). In the event that the customer does not provide a nearby emergency contact with access to your home for RPS, customer realizes that RPS will provide service as soon as we are able. My husband as well as a few of our sitters do have 4WD and we will pickup sitters and get them to their jobs and make sure your pets are cared for. There may be a time delay for us getting to everyone but they will be seen.

** Please remember that garage door openers are not operational in the event of power outages so we do need a key to your home not a garage code only **

Emergency Contact Information

List your nearest neighbor (preferred), a friend, or a relative. Tell this person the dates you will be gone, make sure they have a key or know where a hide-a-key is. That way just in case something out of the ordinary happens to your home, they can help us or get to your pets in case of a natural disaster. You will be notified by Raleigh Pet Sitters (RPS) of what is going on.

Name: _____

Address: _____

Relationship to Client: _____

Phone Number: _____ Cell Number: _____

13. Pet Guardianship: In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you. We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).

In the event of an emergency, which incapacitates me, I authorize Raleigh Pet Sitters (RPS) to turn my pet(s) over to:

Name: _____

Address: _____

Relationship To Client: _____

Phone Number: _____ Cell Number: _____

14. Call or Text us upon your Return: Please take a moment when you return home to call or text your pet sitter to let them know you are home. Generally a bright yellow card is left out on top of your sitters visit notes reminding you to do this. It gives us peace of mind that you are home and the pets are in your care again. *This does not apply to regular mid-day dog walking services.

15. Early Returns: It is not unusual for trip plans to change at the last minute. However, please understand that Raleigh Pet Sitters (RPS) carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled. *This does not apply to regular mid-day dog walking services.

16. Cancellations: 24 hour notice is required for cancellation of any pet sitting services. Any cancellations made after 7 AM on the day of a scheduled service or series of services are non-refundable.

For pet walking services, if notice of cancellation is provided by the evening before, you will not be charged or if you have already paid for the week, that visit will be credited to the next weeks walks. Day of cancellations you will be charged for as the sitter has you in their schedule for that day and has made plans to visit your pet(s).

17. Payment: Raleigh Pet Sitters (RPS) only accepts checks or cash. Payment is due on the 1st visit of the scheduled service, you are given a payment envelope at the time of your in-home consultation. Checks should be made payable to Raleigh Pet Sitters. Returned Check Charges: There is a \$25 fee for all returned checks. Clients are responsible for all costs of collections. Payments over 30 days past due will be charged a 5% late fee, 60 days a 10% late fee and after 90 days court proceedings will be started. The client will reimburse all attorneys fees and court costs if we have to go court to get paid for the services rendered.

18. Photos: I do agree to allow any Raleigh Pet Sitters (RPS) employee to take photos of my pet and post them on the happy client's page of the RPS website, on Facebook or other social media sites, place them in your file for reference or use them for any marketing purposes. We do not take photos of your home and no identifying markings will be in the photos.

19. Termination: Raleigh Pet Sitters (RPS) reserves the right to terminate this contract at any time before or during its term if your pet sitter determines that the client's pet(s) pose a danger to the health and/or safety of the Pet Sitter. If this occurs the Pet Sitter will notify Cindy immediately and it will be handled by contacting the client so they can be made aware of the situation and determine whether the owner will return or if pet(s) will need to be placed in a kennel with all charges to be charged to the client. The client can also contact a family member or friend to take over pet care and your sitter or Cindy will meet them at your home and give them an update or everything that happened and has been done. Raleigh Pet Sitters (RPS) reserves the right to deny service or terminate service for any reason, but especially in the case of safety concerns, financial concerns, unsanitary conditions, or any inappropriate or uncomfortable situations between pet sitter & the client.

20. Future Services: I authorize this contract to be valid approval for services so as to permit Raleigh Pet Sitters (RPS) to accept all future telephone, online, text, mail or email reservations and enter my home without additional signed contracts or written authorizations. I also agree to any future changes RPS might have in rates or service, I will be notified when I schedule service if there are any changes.

By signing below, I the client, certify that I have read and agree to the terms and conditions of this contract and do confirm the accuracy of the information provided here as well as in the client profile, vet release and home service forms that I have completed and reviewed with my pet sitter.

I agree that all of the above information is true and completed to the best of my knowledge. I will notify Raleigh Pet Sitters of any changes to my contact info, pets health, their routine or my home prior to the commencement of any service period.

Client Signature **Date**

Client Signature **Date**