



# Autumn's Bed & Biscuit

## Pet Sitting Services

### PET SITTING POLICIES

#### Confirmation of Sitting:

Autumn's Bed & Biscuit Pet Sitting Services (referred to hereafter as sitter) agrees to provide the services stated herein in a reliable 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 sitter unless arising from deliberate negligence on the part of the sitter.

#### Scheduling and Visit Times:

Visit times are approximate and subject to change based on the needs of all pets under the sitter's care. The sitter is entrusted to use best judgement in caring for pet(s) and home, in the event of an emergency, inclement weather or natural disaster, the sitter be held harmless for consequences related to such decisions.

#### Inclement weather:

(Primarily severe storms, hurricanes): You will entrust the sitter to use best judgement in caring for your pet(s) and home if we are servicing you at the time of inclement weather. We will try to follow your instructions to the best of our ability. The care we provide for our customers' pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. The inclement weather plan will be as follows: !) 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.

#### Pet Emergencies:

If the pet(s) become ill while under the care of the sitter and medical care is needed in the best judgement of your sitter, the client authorizes the sitter to approve any emergency treatment recommended by the veterinarian when the cost of treatment is within the limits authorized in a veterinarian release form. The client will leave their credit card information on file with their veterinarian's office for prompt payment to the vet for the emergency services. The client authorizes the sitter to take the client's pet to an emergency clinic for animals when the client's veterinarian is not immediately available. **Emergency Veterinary Care Authorization:** If a pet requires emergency veterinary attention, the Client must arrange payment for any necessary treatment before services begin. The Client may leave a CareCredit card or other approved payment method with Autumn's Bed & Biscuit, or designate an emergency veterinary clinic that will accept direct payment from the Client via a card on file or telephone. Autumn's Bed & Biscuit will not advance funds or pay for veterinary treatment under any circumstances.

## **Waiver of Liability**

Client releases the sitter from all liability related to transportation, treatment, or expenses resulting from any emergency or special needs as determined by the sitter.

## **Emergency Contact:**

The sitter 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 impassible (for example, a neighbor). 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(s). Please remember that garage doors are not operational in the event of power outages. **If the client does not provide a nearby emergency contact with access to your home for the sitter, the client realizes that we will provide service but not until conditions allow us to reach your home safely.**

## **Medications Vaccinations:**

The sitter will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medicinal problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will the sitter service any pet that has any form of contagious illness. This is for the safety of other customers. The sitter requires that all pets have the necessary vaccinations and immunizations before service begins. If the pet care provider 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 occur.

## **Access to your Home by Others:**

If the client allows any other person(s) access to their home during the sitter's contract period, the sitter cannot be held liable for any damages to the property or pets as a result. Please notify us if someone will be in your home. Please notify the person in your home that the sitter is coming so that your visitor, as well, is not surprised by our entrance.

## **Sharing Responsibilities:**

We do not like sharing duties with other people and will not be held responsible for problems arising with your pet(s) or home when someone we do not insure or know is involved. Please keep that in mind when you decide to share duties or allow other people in your home during our visit schedule. We must also be told their information and the times of arrival so as not to alarm our sitter.

## **Substitution:**

In the event of personal injury or illness of sitter, client authorizes sitter to arrange for another qualified person to fulfill responsibilities as set forth in this contract. Client will be notified in such a case.

## **Fences:**

Fenced yards are wonderful play spaces for pets; however, no fence system is totally secure for your pet's safety. The sitter does not accept responsibility or liability for any client's pets that escape, are injured, or become lost, fatally injured or otherwise, when pets are left out or given access to a fence in area. This includes electronic, wood, metal, or any other fence types.

## **Doggy Doors:**

The sitter is not liable for injury to, or loss of, any pets allowed, as the direction of the client, access to a doggie door, or allowed outside the client's house off lead or unattended.

Client's initials here: \_\_\_\_\_ indicate that the client understands this clause and does request their pet(s) be allowed outside of client's house off lead and /or have access to the doggie door.

## **Pet and House Clean-Up:**

The sitter will properly dispose of pet waste and do our best to clean up any accidents your pet may have. We are not responsible for carpet/flooring stains created by your pet(s).

We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste to be disposed of. If we find an accident in the house, we will clean it up to the best of our ability.

## **Leashes / Harnesses:**

**Leash and Harness Requirements:** All dogs must be walked using a properly fitted harness and standard (non-retractable) leash provided by the Client. The harness must fit securely to prevent the dog from slipping out during walks. For safety reasons, retractable leashes are not permitted and will not be used under any circumstances.

## **Unforeseen Purchases:**

Any additional necessary costs for your pet's health and well-being, such as food, litter, or cleaning supplies, will be purchased only after the owner sends the covering funds via Zelle or Venmo. We will retain the receipt for the client. If the items cannot be purchased and shipped from Amazon or Chewy, a \$20 trip fee will be applied.

## **Animal Behavior:**

Due to the extreme unpredictability of animals, the sitter cannot be held responsible for any unusual mishaps (i.e. pet's refusal to take medication, escaping from the yard, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death). If client requests pet(s) to have outside access, client releases the sitter from all liability for loss, injury, or death to pet(s). The client is liable for injury or damage to third parties.

## **Updates:**

Please provide us with any changes regarding your pets' care and other pertinent information.

## **Keys:**

One working copy of your house keys must be provided at the time of registration/consultation. Keys should be kept in a secure lockbox on the front door. A lockbox can be provided to you with a \$25.00 fee to be paid upfront or you can purchase a lockbox online on Amazon. The lockbox is yours to keep and the code must be provided to the sitter. If you live in a gated community, please make sure to give the sitter the gate code or access gate card. You need to have an emergency contact that also has access to your home in the event of an emergency. If the sitter is required to employ a locksmith to enter the client's premises due to a malfunction of the lock or a failure of the client to provide a working key, it shall be the responsibility of the client to reimburse for all costs incurred. The client expressly gives the sitter the authority to employ a locksmith on client's behalf in the event of the occurrences.

## **Privacy Policy**

All your information will be kept private and confidential. The sitter highly respects our clients' entrusting us with the care of their home and loving pets. We do recommend that you inform a trusted neighbor while you are away that the sitter will be caring for your pets and your home.

## **Household Emergencies**

Please leave the name and number of a trusted maintenance company of the person you can rely on to attend to any household, leaking pipes, malfunctioning water heaters or lock and heating and air units.

## **Indemnification:**

Client agrees to hold the sitter harmless in the event of any claim arising from any person injured by client's pet. It is expressly understood that the sitter shall not be held responsible for any damage to our client's property, or that of others; caused by client's pets during the period in which they are in its care.

## **Reservations and Cancellations:**

Deposits are required to place your name on the calendar for future services and hold a spot for your pet. During holidays and peak seasons, a surcharge may be applied.

## **Deposits and Payments**

A non-refundable deposit of 20% is required to secure all reservations. The remaining balance is due on the first day of service. Clients paying by cash must have payment available at the time of the sitter's arrival or upon pet drop-off. Clients paying electronically via Venmo or Zelle must submit payment before departing. Services may be declined or canceled if payment arrangements are not completed as required.

### **Upon Your Return:**

Client's must contact us as soon as possible upon their return. If we cannot reach you (example: 12 hours since last visit and no contact), our sitter is obligated to do an additional visit to ensure the safety and welfare of your pet(s). You will be charged even if you are home. Please take the time to call us upon your arrival home (and not "on your way") to ensure that you have arrived home safely. Your consultation is free of charge.

Thank you for giving us the honor of sitting for your animal companions.

Client Acknowledgement

I have reviewed these policies and understand the contents of this form.

X \_\_\_\_\_

DATE: \_\_\_\_\_