

Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

**Client Name and Surname:**

---

**Client email address (optional):**

---

**Client Contact number:**

---

*(Please note us with the number which will be used for daily updates regarding your pets and homes. Preferred method of communication is whatsapp)*

**Spouses/partners name and contact number:**

---

**Physical Address:**

---

---



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

**Your Pets**

**Names and Descriptions**

---

---

---

---

---

*(For example: Whiskers is the grey Persian Cat. Luigi is the African grey who likes to talk a lot)*

**Feeding instructions:**

---

---

---

---

---

*(For Example: Whiskers eats a half a packet of Whiskas wet food every morning. His dry food bowl must be filled with pellets all day. Luigi eats two big spoons full of bird feed, found in the cupboard next to the sink, and his water bowl must always be filled with clean water) – Treats welcome*

**Sleeping Arrangements:**

---

---

---

---

---



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

*(Whiskers sleeps inside the house, but with the bathroom window always open. Luigi sleeps in the living room, and his cage covered with green blanket)*

Dog Walks (additional costs):

---

---

---

---

---

*(Rory likes to go walking on Mondays and Wednesdays. He normally walks for 20 minutes. His leach can be found in closet next to pantry.)*

Basic daily grooming:

---

---

---

---

---

*(Luigi likes to be bathed once a week by spraying luke warm water on his feathers. Rory likes to get dirty in the yard and he should be washed two times a week.)*

Additional notes:

---

---

---

---

---



Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

*(Please tell us about any further requests, precautions, special needs or instructions. For example: When leaving the house, always make sure Whiskers is inside and that all windows are closed. Please put Rory in the back garden and make sure the gate is closed.)*

Daily Updates:

Please indicate your preferred communication while you are away:

\_\_\_ I would like a daily update and pics as well as location pins every time the sitter / walker arrives and every time the sitter / walker leaves my home.

\_\_\_ I would like a daily update and pictures. I do not want location pins of my sitter / walker's comings and goings.

**Your Home:**

Coffee and Snack:

The Pet sitter / Walker will be spending approximately 1 hour per visit when visiting your home and pets. After they have completed their duties, it's always nice to sit down and relax with some coffee or tea and spend some "down-time" giving your pets love and attention.

\_\_\_ Yes, the sitter / walker is welcome to have some snacks or a cup of coffee when visiting my house.

\_\_\_ No, the sitter / walker may not have some snacks and a cup of coffee when visiting my house.

TV and Lights:

---

---

---

---

*(Please indicate whether you would like your sitter to switch the TV or some lights on so that it looks like there are people home at night)*



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

Refuse removal

---

---

---

*(Please indicate when the refuse is removed in order for the sitter to remove the bins timeously)*

Access and Security

---

---

---

---

---

*(For example: Use code 1234 to open the complex gate. The green button opens the gate at the house. The yellow button deactivates the alarm. When you leave, lock all doors and security gates and activate the alarm with the red button. **NB! If you have security cameras, you are required to disclose this information. Please describe the location of cameras above.)***

Additional notes:

---

---

---

---

---

*(Please tell us about any further requests, precautions, special needs or instructions. Example: Please note that a domestic worker comes every Tuesday. Please open for her at 07:00. One cup of chlorine is to be added to the pool every Wednesday and Sunday. The pot plants have to be watered daily.)*



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

Emergency contacts:

---

---

---

---

---

Medication:

---

---

---

---

---

*(Rory has a weak back and he should get 1 disprin ever morning before he eats. Whiskers has a pet flu and he should be orally injected with medication once a day) Please indicate the description of the medicine, for what it is being used and how much to use.)*

**Veterinary – Clinic and contact number**

---

---

In case of an emergency and your pet needing to go the the Vet:

- ☐ I will leave some cash with the sitter / walker
- ☐ The sitter / walker must call me and I will make a plan
- ☐ I have pet insurance



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

*(Please select all that apply. Sitter / Walker will never use emergency cash for any personal use. Invoices/slips will be kept for pet- or home expenses. These, along with your change, will be given to you upon your return.)*

Additional notes:

---

---

---

---

---

*(Please tell us about any further requests, precautions, special needs or instructions regarding your home and pets)*

**Confirmation of the above:**

\_\_\_ I confirm that my full and complete instructions have been recorded above

**Terms and Conditions**

\_\_\_ I have read, understood and hereby agree to Paw-some Petting and Walking Services' terms and conditions. (Attached hereto)

\_\_\_ As per Protection of personal Information Act 4 of 2013 ("POPI"), I hereby consent to the processing of my personal information



**ANNEXURE "A" – COPY OF CLIENT'S IDENTITY DOCUMENT**

**ANNEXURE "B" – FEE SCHEDULE AND BANKING DETAILS**

SERVICES	PRICE (PER DAY)
One – day check in	R60.00
Two- day check in	R100.00
House – Sitting	R200.00
Dog walking – additional	R50.00
Cleaning of fish tanks / reptile tanks – additional	R50.00

**50% deposit is due 15 days before the commencement in order to secure your booking. The remaining amount will be come due and payable on the day of your return. Should booking be made less than 15 days before the commencement the full payment is expected on the day of the booking made. Alternative arrangements are subject to Paw-some Petting and Walking Services approval and will be made to you in writing.**

**The abovementioned prices are subject to change in which we will notify you in writing.**

**BANKING DETAILS:**

**Bank: FNB/RMB**  
**Account Holder: Monica Smit**





Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

**Account Number:** 62797388199  
**Branch Code:** 250655  
**Reference:** Name & Surname

Please forward proof of payment to either 082-666-5089 or [smitmonica30@gmail.com](mailto:smitmonica30@gmail.com).

**TERMS AND CONDITIONS – PAW-SOME PETTING AND WALKING SERVICES**

By ticking the box on the client sheet, I, the home / pet owner and client, hereby agree to the following conditions, rules and regulations with regard to house, pet sitting and pet walking:

House and pet sitting agreement

Hereby entered into between myself

and

Paw-some Petting and Waling Services

1. My relationship with Paw-some Petting and Walking Services is that of an agent-principal relationship, in which Paw-some Petting and Walking Services acts as my agent and I act as its principal. Paw-some Petting and Walking Services is appointed to match me with a suitable pet sitter (contractor), as well as administer the services set out herein.
2. A 50% deposit will be due upon booking with the balance payable on the day of my return. Should I be making my enquiry less than 30 days before my date of departure, 50% deposit is due upon booking and the remaining balance on the day of my departure.
3. This agreement applies to both the current and future use of services, and a separate agreement need not necessarily be signed if the service is used again.
4. I hereby undertake never to independently contract with individuals associated with Paw-some Petting and Walking Services and acknowledge that such an arrangement constitutes a breach of contract which may result in legal action and payment of damages.
5. In case of cancellation of a service that has already been booked and fully or partially paid for, Paw-some Petting and Walking Services will keep any amounts paid on file as credits for future use of service. No cancellation fees apply.
6. The exact service required is to be specified upon booking.
7. **Once-daily pet sitting visits are charged at R60.00 per day. Twice-daily visits are charged at R100.00 per day. The live-in stay-over service is charged at R200 per night. Walking service is charged additionally at rate of R50.00 per day. All fees are fully payable to Paw-some Petting and Walking Services and are never to be paid for service directly.**
8. It is my contractual duty to complete the Client sheet related to the service I have requested as well as verbally discussed such house rules with the sitter in detail. It is thus my obligation to communicate all



## Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

house rules to the sitter and to provide the sitter with a complete, written copy thereof in the form of the Client Sheet. It is expected that I am very clear about any and all rules and expectations. I understand that the written instruction sheet exclusively determines my house rules – sitters are bound to abide by the rules as recorded on the Pet Parent Instruction sheet, but not by additional (verbal or otherwise given) comments and instructions. It is my duty to ensure my Pet Parent Instruction sheet has been comprehensively completed. Rules include:

- o Pets' feeding arrangements
- o Pets' sleeping arrangements
- o Dogs' walking rules (if applicable)
- o Sitter's sleeping arrangements (if applicable)
- o Sitter's access to household foodstuffs
- o Sitter's use of household appliances
- o All special precautions with regard to pets (example: the separation of certain animals when not supervised)
- o Any special needs pets may have (example: administration of medicine)
- o Any special rules regarding guests
- o Clear instructions regarding the manner in which a sitter may entertain friends (if at all)
- o Anything else that I deem to be essential for the sitter's completion of duties
- o Anything else required on the Pet Parent Instruction Sheet

9. It is the role of the sitter to ensure the wellbeing of pets and the household in general by:

- o Feeding pets according to my specifications
  - o Ensuring the presence of clean water
  - o Grooming pets according to my specifications (only if requested)
  - o Taking dogs for a daily walk (only if requested)
  - o Cleaning litter boxes
  - o Cleaning of cages / tanks according to my specifications (only if requested)
  - o Completing any additional but reasonable pet-care duties as required by myself
  - o Completing any household chores required by myself. This may include but is not limited to pool maintenance, post collection and watering of the garden (only if requested).
  - o Sending daily updates to me and contacting me or another emergency contact in case of emergency or problems encountered. For all bookings starting from 1 May 2019 the sitter is expected to send me Whatsapp locations each time he arrives at or leaves my home. Should I not wish to be contacted frequently, it is my choice to opt out of any type/s of communication with my sitter.
10. It is my duty to provide the sitter with all resources needed for the completion of duties.
11. It is my duty to provide adequate basic household items, including toilet paper and cleaning materials.
12. In case of the sleepover service, the sitter is not expected to be present at my place of residence 24 hours per day, but is instead to be present during evenings and early mornings and sleep over at my residence. The sitter may spend more time at my residence during the day.
13. I hereby expressly acknowledge that my pets do not pose a danger to the sitter.



## Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

14. I hereby expressly agree to be held liable for any damage, loss or injury sustained by the sitter and/or guests of the sitter should such damage, loss or injury be caused by my pet(s). I acknowledge and understand that services may be suspended entirely in case of such damage or injury being sustained and understand that I am personally responsible to make alternative arrangements for the care of my pets and home in such a case. I hereby expressly agree to be held liable for any damage, loss or injury sustained by the sitter and/or guests of the sitter should such damage, loss or injury be caused by any danger in my home of which I was reasonably aware.

14. A cash deposit arrangement may be made directly with the sitter if household expenses are anticipated. The sitter is to keep all receipts and invoices and provide me with a record of such expenses upon my return. The deposit may never be used for a sitter's personal expenses and is strictly to be used according to my wishes. Any amounts not used is to be returned to me in cash upon my return. Should the expenses exceed the deposit, I am responsible to reimburse the sitter fully upon my return using cash.

15. Should no cash deposit arrangement be made and necessary household or veterinary expenses are incurred by the sitter, the sitter is to keep record of expenditure and provide such record to me upon my return. I will be held liable for these expenses and have to reimburse the sitter in cash.

16. I am to make advance arrangement with the veterinarian to arrange for payment of accounts upon my return. The sitter is never to pay for veterinary bills.

17. Should a veterinary emergency occur after hours, I hereby agree to pay all costs related thereto. Should my own veterinarian not be available, pets will be taken to the closest Emergency Veterinarian. The sitter is never to pay for veterinary bills. I will be held liable for all expenses incurred.

18. In case of the stay-over service and with my prior consent, the sitter may invite no more than 2 (TWO) guests over and entertain in a manner consistent with my instructions and rules. No parties are allowed whatsoever.

19. In case of the stay-over service and with my prior consent, the sitter is allowed 1 (ONE) individual to accompany him/her on the assignment and stay over at my house with the sitter.

20. The sitter is held responsible for ensuring that any persons as mentioned in (18) and (19) above and/or (25) below comply with all rules and regulations as expressed by me and contained in the sitter's agreement with Paw-some Petting and Walking Services. The sitter may be held liable should damage be caused due to conduct that expressly conflicts with house rules as mentioned in (11) above and/or provisions contained in the sitter's agreement with Paw-some Petting and Walking Services. Such conflict is to be proven objectively in a court of law.

21. I undertake the use of this service entirely at my own risk. I hereby confirm that I have comprehensive household insurance.

22. Paw-some Petting and Walking Services and its owner will not be held responsible or liable, directly or indirectly, for any claim of whatsoever nature in respect of any loss, damage, expense, injury or death howsoever caused to, or sustained or suffered by any person(s) and/or property at any time, whether arising from any cause including but not limited to misrepresentations by individuals recommended by Paw-some Petting and Walking Services, negligent act/s or omission/s by Paw-some Petting and Walking



## Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

Services, its owner, individuals recommended and/or representatives of these individuals.

23. The sitter may not be held liable for minor, everyday breakages including but not limited to crockery breakages. The sitter may furthermore not be held liable for any loss or damage resulting from a bona fide accident or as a result of force majeure. The Pet sitter is hereby exempted from any loss or damage incurred by the Client due to the conduct of the client's pets.

24. Any complaints related to both claims of damage to property as well as any other complaints related to a sitter's duties are to be recorded in writing, usually in a review as requested by Paw-some Petting and Walking Services shortly after the client's return. The sitter will be given a complete and unedited copy of the complaint and given a fair chance to respond. Should it be found that the sitter materially violated either the Paw-some Petting and Walking Services agreement and/or the client's specific, written instructions, the client may be awarded a full or partial refund. In order to qualify for a refund, the client is to complete the review no later than 12:00 on a Friday. Complaints received after this point do not qualify for a refund.

25. The sitter is contractually obliged never to misuse the property of the client. As such, the sitter may be held liable should damage or loss be caused due to conduct that expressly conflicts with house rules as mentioned in (11) above and/or provisions contained in the sitter's agreement with Paw-some Petting and Walking Services. Such conflict is to be proven objectively in a court of law.

26. Should the sitter become unable to perform his duties due to illness, emergency, health or safety concerns I consent to a change of service with the existing sitter and/or the sitter personally appointing a representative to complete all duties in his place, and/or Paw-some Petting and Walking Services appointing a different sitter to complete all duties in the aforementioned sitter's place. In case of a pet sitter having been booked or busy with a stay-over assignment and the representative or alternative sitter being unable to stay at my home, the service will be amended to twice-a-day visits. Should any additional amounts become payable due to the changed service, I will be invoiced upon my return and hereby acknowledge that I will be responsible for such amounts. Booked once- and twice-a-day visits are to continue as before.

27. It is the prerogative of the client to allow a sitter full, limited or no access to and use of household facilities and foodstuffs. This is to be clearly communicated. The sitter is contractually obliged to honour the client's wishes in this regard. The client understands that the sitter will use household utilities during service. The cost of utility use remains the responsibility of the client / home owner and may not be claimed from the sitter and/or Paw-some Petting and Walking Services.

28. The sitter is contractually obliged to maintain the property of the client in good order and cleanliness and return it to the client in a state consistent to that in which it was received.

29. The client is to provide the sitter with all emergency contact details, including those of the Veterinarian.

30. In case of an emergency or any problems related to the client's home or pets, the pet sitter is to contact the client or one of the clients emergency contact persons and proceed as per their instructions. Should the emergency be of a veterinary nature, it is expected that the pet sitter immediately takes pets to the veterinarian and contact the client once pets are being attended to by the veterinarian.





## Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

31. Any extensions of service is to be communicated directly to the sitter, who is to keep record of all additional services and provide such record to Paw-some Petting and Walking Services. An extension of service cannot be guaranteed and the type of service may be altered.

32. Any additional amounts due upon my return are to be settled no later than one week following my return.

37. Interest at the moratory rate of 10.25% is payable for late payments.

33. I accept full liability for any and all legal, debt collection and other charges sustained by Paw-some Petting and Walking Services due to non-payment of my account.

34. Should the client allege that the sitter is guilty of any criminal act (including but not limited to theft), the full amount as paid for service will be held by Paw-some Petting and Walking Services until such time that a criminal investigation has been completed by the South African Police Service and the sitter tried by the South African court system. Should the sitter be found guilty, the full amount paid for service is to be refunded to the client without interest.

35. It is my responsibility to ensure that the periphery of my property is secure and that there are no spaces in the wall or fence through which pets may exit the property. Sitters cannot be held liable should pets go missing.

36. Should a burglary or other incident of crime occur while a sitter is staying over at my property, the sitter will not be expected to continue with the stay-over service but will instead continue with daily visits. Should payment for my stay-over booking not cover it, I will be responsible for additional fuel payments for daily drives to my home.

37. I hereby expressly acknowledge that I am in no way affiliated with or a representative of a business, agency or any other entity responsible for arranging house and pet sitting, dog walking or similar services for third parties. I hereby expressly acknowledge that using the Paw-some Petting and Walking Services for recruitment purposes on behalf of such a business or agency is a breach of contract and that damages will be claimed from me if I attempt to do so.

38. This agreement is considered a fully binding legal contract once an signed Client Sheet is provided to Paw-some Petting and Walking Services.

39. My name as entered into Paw-some Petting and Walking Services is the name under which this agreement is agreed to.

40. I acknowledge that I have used my full and correct names on the Paw-some Petting and Walking Services client sheet and that all contact and other information rendered is accurate and true.

41. The proper law of this agreement is the Law of the Republic of South Africa and accordingly any dispute arising from this agreement, including any dispute about its validity, existence, interpretation, rectification, breach or termination or any dispute about any matter arising out of this agreement, its avoidance, interpretation, rectification, breach or termination shall be determined according to the Laws of the Republic of South Africa.

42. Paw-some Petting and Walking Services cannot and does not guarantee service where an Act of God (Force Majeure) has occurred. As such, neither Paw-some Petting and Walking Services nor the Sitter is liable for failure to perform obligations if such failure is as a result of Acts of God, including but not limited



## Paw-some Petting and Walking Service

082 666 5089

[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

to fire, flood, earthquake, storm, hurricane or other natural disaster, war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service. No party is entitled to terminate this Agreement in such circumstances.

43. This client Sheet applies to both the current and future use of services, and a separate Instruction Sheet need not necessarily be completed if the service is used again. If no new Instruction Sheet is completed, the latest Instruction Sheet on file will be taken to be my full and complete instructions for all bookings.

44. Paw-some Petting and Walking Services cannot and does not guarantee that pet sitters will agree to proceed with service following the initial meeting with clients (the "meet-and-greet"). Service can only be confirmed after the meet-and-greet.

45. I agree that any and all photographs taken by my pet sitter while looking after my home may be used unconditionally by Paw-some Petting and Walking Services for marketing, online and other uses.

46. I agree that any feedback, comments and/or reviews I give following service may be used unconditionally by Paw-some Petting and Walking Services for marketing, online and other uses.

47. If any of the provisions of this agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the agreement as a whole.

48. I hereby consent that Paw-some Petting and Walking Services may [process](#) my personal information.

49. In the interest of privacy, I hereby expressly agree to disclose the presence and location of any cameras on my property to the sitter.

50. Paw-some Petting and Walking Services reserves the right to update its terms and conditions

51. I hereby consent to the pet sitter sharing a complete and unedited transcript of our communication, with Paw-some Petting and Walking Services

52. I understand and accept that the procedure for an individual to be accepted as a Paw-some Petting and Walking Services pet sitter consists of the completion of an application form; at least one reference completing a questionnaire; the passing of a test about pet sitting procedure and rules; and the agreement to Paw-some Petting and Walking Services terms and conditions. I understand that the aforementioned reference will not necessarily be a pet sitting reference, and that Paw-some Petting and Walking Services accepts no responsibility whatsoever should an applicant have provided unsuitable or false references. I understand and accept that Paw-some Petting and Walking Services applicants are not required to furnish police clearance certificates.



Paw-some Petting and Walking Service  
082 666 5089  
[smitmonica30@gmail.com](mailto:smitmonica30@gmail.com)

