**www.petsitterscapetown.co.za**

\*\* R 99.00 per day \*\*

**Principal pet sitter: Theresa Ade Cell: 084 888 1209 Email: 1theresaade@gmail.com**

**Main office contact: 083 273 4477 Email:** petsitterscapetown@gmail.com

**A. Repeat client details for pet care services 2024** ConfidentialConfidential

|  |  |  |
| --- | --- | --- |
| **Main contact name**: Stephen Booysen **Primary cell**: 083 543 9037 | | |
| **Physical address**: 168 Cederberg Estate, Haasendal Rd., Kuilsriver | | |
| **Start date**: 10th August 2024 | **End date**: 11th August 2024 | **Est return time**: Noon |
| **Start:** morn/noon/eve: Eve | **End**: morn/noon /eve: Morn | **# Visits per day: 2x** |
| **Total number of days**: 2 | **Total number of entries**: 2x | **Assistant Name**: N/A |

No extra charges\* within a **5 km** radius of any local area office**. Fees provided are valid from 01 January 2024 – 31 Jan 2025**

Prices may vary from time to time, area to area and special requests\*. Pet care is subject to availability & location.

**The table below indicates the services provided by the sitters. Please ensure that the correct services are selected.**

**Daily service packages available Fees due Comment Select (X) Visits Totals**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1a) **1 visit per day** – 1st entry  1b) **2nd/3rd visit per day**: additional. | **R 129.00**  **R 99.00** | 1st entry pday  2nd entry pday | X | **2x** | **R 258.00**  **R** |
| 2) **Sleep-in service**: 12 hours\*. 26.00 p/h.  3) **Day-over request**: 8 hours\*. 37.00 p/h.  4) **Full stay over** – local: (< 10km) 21.00 p/h.  5) **Full stay over** – non-local (>10 km) + travel.  6) **Hourly package**: R 160.00 + R 35.00 p/h. | **R 320.00**  **R 320.00**  **R 420.00**  **R 450.00**  **R 160.00** | Incl: 1a, 1b  Incl: 1a, 1b  Incl: 2 & 3  Incl: 2 & 3  tailored/walks | Subject to availability\*  20 hours  + km  + Hrs | = | **R**  **R**  **R**  **R**  **R** |
| 7) Additional **travel fee** applicable: See  The fuel levy table attached. | **R** | Additional fees per opening\* | km's |  | **R** |
| 8) Additional services: walks, transport, extra  hours, quick service\*, discounts, vouchers,  etc. | **R** | Additional  **Voucher ref** |  |  | **R**  **R -** |
| * *Pet feeding (dogs, cats, fish, birds, reptiles, etc.)* * *Pet food to be provided by the client*     **Voucher reference**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Please ensure that the sitter understands the activation and deactivation of the alarm setup.   * *Medicine administration, if required\** * *Indoor plant watering\* / post*   *retrieval/bin placement\*/ poop*  *perimeter checks\* / house arming\**   * *Pool watch and monitoring.* * *Outdoor plant watering\**   ***A minimum visiting rate of R 129.00 applies to*** *all packages\* Daily rates apply to all packages. Ts &Cs apply\* to all services rendered.* | **Additional details**: Remotes, alarm function, keys, cleaner, special request, etc. Other once-off fees if applicable.  **Draw control remote setup.** | | | | |

R **258.00**

**All payments must be made in ADVANCE BEFORE the services can commence\***

A 100 % deposit may be required for any 30-day advanced bookings.See cancellation policy (13.)

All information is confidential. Our normal Ts & Cs apply\*. NO VAT PAYABLE. Interviews and signed agreements are

mandatory. No information will be sold or shared with any 3rd parties for marketing or promotional purposes.

**Bank Details**: **NEDBANK CHEQUE ACC. 1137770082.**

**Date: \_\_\_/\_\_\_\_\_/ 20\_\_\_ Sitters Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Client’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1 of 2

**B. C. D. Client & pet update details** confidential Confidential

* **Client home address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Client Updates - Confidential**

* **Client email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Client cell number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Another cell: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Additional contact name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Cell No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **New pet name (1): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed/ Type\_\_\_\_\_\_\_\_\_\_\_ Age: \_\_\_\_ Gender: \_\_\_\_\_**

**Spayed / neutered: \_\_\_\_\_\_\_\_\_\_ Health concerns: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Aggression (Y/N) \_\_\_\_\_\_\_**

**Special requirements / diet \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Chipped: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Medical requirements: \_\_\_\_\_\_\_\_\_\_\_\_ Other requirements: (Walks) (other) \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **New alarm codes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Security company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Special needs: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **New VET contact details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Insulin request: Pet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Age \_\_\_\_\_\_\_\_\_**
* **How many times per day: \_\_\_\_\_\_\_\_\_\_?**
* **Ml dosage per injection: \_\_\_\_\_\_\_\_\_\_?**
* **Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Payment Due**: **EFT** **Cash**

Notes:

2 of 2

**Definitions** – **Pet Sitter** will be any certified (L2-L6) member of Pet Sitters Cape Town (P.S.C.T.): this would include

**E. Terms & conditions\* registration form 2010**

business licenseesor assistant sitters. All sitters operate as an independent contractor (ICs) providing pet care services in

association with P.S.C.T. All I.Cs are expected to provide their own Private and Public Liability Insurance.

**Client** – Any person named "Main contact name" above requesting or authorising the services offered by P.S.C.T. **Assignmen**t

refers to any services provided as per page 1. **Pet** refers to any domestic animal, bird, reptile, fish, insect, or farm animal being

cared for by the pet sitter company t/a Pet Sitters Cape Town (P.S.C.T.). \*Clause may indicate further options or variations

1. **SITTERS ROLE & RESPONSIBILITY**. The Pet Sitter functions strictly in accordance with the services offered above on page 1. We do not assume the role of a pet medic, home security, plumber, electrician, domestic service, or animal behaviour specialist. Sitters will not be a substitute or replacement for any existing security company. The client hereby confirms they have adequate theft, fire, home content insurance and 3rd party public liability insurance. The client indemnifies the pet sitter and P.S.C.T. from any claim or liability during the assignment term due to external theft, fire, death, or any claim arising from pets/fish/birds, death, injury, lost, escaped or stolen, or damages from any cause whatsoever (including plants and trees) that may be exercised against the assigned pet sitter and P.S.C.T.
2. **PET AGGRESSION.** Any aggression or hostile behaviour by pets towards the sitter will not be tolerated. The assigned sitter reserves the right to decline entry or service to the pets and premises under such circumstances or where the sitter has not been properly introduced to the pet(s). Should a pet sitter believe they are threatened by a pet's change in behaviour or aggression levels, the assigned sitter will inform the client immediately before cancelling or withdrawing from the assignment. Clients will be required to make alternative arrangements before the next visit should occur. Clients who are aware of or suspect any form of aggression in their pets must disclose this information before the services commence, thereby allowing the assigned sitter to accept or decline the job at their discretion timeously. Clients will be held liable for all medical costs and loss of income should any pet injure or harm the pet sitter while on assignment, whether by disclosure or non-disclosure of the pet's possible aggressive or unpredictable behaviour. Clients who fail to inform or omit to disclose any past or current aggressive behaviour could face immediate cancellation of our services without any monetary reimbursement from the sitter. Sitters may use their reasonable discretion to remain or refrain from the visitation when faced with an aggressive pet to avoid injury or claims against the owner. Sitters may assist the client in finding a suitable, safe alternative to the pet’s care.

1. **DISCIPLINE OF PETS. No pet sitter may injure, strike, harm, discipline, punish or provoke any pet under their care.** Pet sitters are not permitted or trained to discipline a client's pets unless the client has given written permission and a practical demonstration on how to do so. The client must specify under which conditions and how the pet should be disciplined and corrected. The sitter reserves the right to refrain from this instruction at their discretion. The client will be informed of this decision. Should a sitter be required to defend themselves from the deliberate aggression of a pet, the sitter may apply force if necessary to defend themselves and avoid injury. The client will be informed of this incident. Sitters will, as far as possible, provide a routine and consistency of training only if demonstrated by the pet owner.
2. **SAFETY AND WELL-BEING OF PET SITTER.** The **Pet Sitter** reserves the right not to **enter** the home should any **unknown** person/s be present in the assigned home during the agreed period until they are satisfied with their safety and the details of the other person/s. The client **must** give prior notice to the sitter should another person have access to or enter the home during the assigned time. Pet Sitters reserves the right to appoint an alternative certified sitter (L2+) to replace them at their discretion should a situation arise where the appointed pet sitter cannot continue the assignment (service) for whatever reason. Where possible, the assigned pet sitter will inform the client of the changes to the designated person when appointing another pet sitter to complete the assignment. Pet Sitters shall not take responsibility for any external uncontrolled, random or deliberate breaches of entry and theft while assigned to the pets. Pet Sitters will observe and adhere to all security and alarm protocols regarding the property as specified below. Clients should\* inform their "Security company" of the pet sitter's entry and exit before vacating the property. Failure to do so could result in legal action should a sitter be harmed through the negligence of such information given to the security company. **The pet sitters will exercise care and diligence by following company (PSCT) protocols to ensure the safety of the premises, home contents and pets therein.** Exit or entry notices will be recorded via SMS or WhatsApp for such purposes by all pet sitter representatives – unless instructed otherwise. This agreement provides express permission for the sitter/s to enter the client's home, with the authorisation and express permission from the client to perform the stated pet care services on page 1.
3. **SAFETY AND WELL-BEING OF PETS.** No absolute assurance can be given regarding the "pets" (including all animals on the premises) health, safety, and movements during our pet care assignments. Therefore, no liability or claim can be made against P.S.C.T., or members should take the "pets" health decline or safety change while under the pet sitter's care. Should a client include an additional “friends or family” pet to the assignment (with or without the knowledge of the sitter), the sitter will not be responsible for any aggression or injury incurred by the pets on one another. Clients will be notified immediately during an assignment should anything change concerning the pet's health and safety. The client is responsible for ensuring that all pets in our care are vaccinated, microchipped, wear an identity tag on a collar, and have a recent photograph available for identification if lost. Where a pet (especially a cat) wanders off and is deemed "lost or missing" due to unrestricted movements, or where a forced entry to the property has occurred, or the pet escapes which is beyond the pet sitter's control, no claim or liability shall be enforced against P.S.C.T. or its members. The pet sitter shall be wholly indemnified of any liability should another person enter the client's premises during the assignment, thereby potentially compromising the pet's safety and home security or hindering the ability of the sitter to execute their duties as specified by the client. The safety and security of the property and the pets' containment are the client's sole responsibility before handing over access keys and duties to the pet sitter. The primary responsibility of the pet sitter is **caregiving** in the form of feeding, refreshing, medicating, and tending to the well-being of pets as specified by the client while absent. All other duties (plants, pool, perimeter checks, post, and poop pick-up) will be secondary for any pet care assignment.
4. **MEDICAL CARE FOR PETS**. Should a pet require **medical attention**, all means possible will be exercised at the entry time of the assignment to get the "pet" the care needed from a registered veterinary practitioner (vet). Clients may indicate their preferred "vet**"** on the application form provided. Without such information, our pet sitters will appoint the nearest pet medical facility for the sick or injured pet. All such actions will be communicated to the client or the client's nominee as soon as possible. Should a principal client not be contactable, the pet sitter will use their sole discretion as to the best course to prevent further complications or danger to the pet's health and safety. Any **chronic medication** (e.g., Insulin, epileptic medicines, etc.) for the pet and administration must be demonstrated to the Pet Sitter **before** the assignment commences. Should a pet be in poor health when the work begins, and the owner fails to rectify the situation within 12 hours of being informed or ignores the condition? The pet sitter will be obliged to contact the local vet, S.P.C.A., AACL, or local law enforcement for advice and possible collection or confinement of the pet/s. All expenses incurred directly or indirectly to ensure the pets' health, safety and well-being will be strictly for the client's account and paid immediately or before completion of the assignment. The client now gives the pet sitter "**permission to treat and care"** and authorises the pet sitter to initiate medical treatment provided by a registered pet medical practitioner (**V.E.T.**) if required.

**Sitters signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Client signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(a)

**E. Terms & conditions continued\* registration form 2010**

1. **PET SITTERS LIABILITY**. Pet sitters will not be held liable for any destruction caused to the client's possessions, including bedding, carpets, furniture, pet bedding, remotes, laptops, cell phones or other items due to the pet/s unpredictable behaviour or bad customs. However, damage caused by any pet to the pet sitter's possessions may be chargeable to the client if requested by the pet sitter. In addition, pet sitters will not be liable for any damage to electronic equipment, pool pumps and fish tanks, which may or may not result from "load-shedding", outages or power surges. Pet sitters tasked with walking dogs will use their discretion should the client require the "unleashing" of the pets in a public place. Pet sitters will not provide pets with bones, rawhide, toys or human food unless instructed by the client.
2. **EXPENSES INCURRED.** Any expenses incurred on behalf of the client by the pet sitter during the assignment will be for the client's account, e.g., veterinary bills, pool pump and window repairs, additional food, chlorine, locksmith, electrician, armed response, electricity tokens, etc. A pet sitter may request the services of a locksmith if access has been restricted and the pets are at risk due to the restricted access. Should the sitter be the cause, the sitter will pay for the locksmith services. Clients who do not complete a registration and authorisation agreement will forfeit any internal public liability insurance cover and money-back guarantee\* by pet sitters regarding the pet care assignment.
3. **SERVICE COMMUNICATION**. Clients are requested to SMS /call / WhatsApp when leaving home to inform the sitter of their departure. This will officially activate the assignment and remind the pet sitter to begin the pet care assignment as agreed. The pet sitter will provide a daily entry or exit SMS/WhatsApp to the client confirming the well-being of the pets. It remains the client's responsibility to acknowledge their safe arrival home when the assignment is completed to avoid any extra billing should the pet sitters re-visit the home to ensure the feeding and safety of the pets or the safe arrival of the client. Keys may be left hidden if agreed to by the client and sitter.
4. **CLIENT AUTHORISATION**. All personal information and authorisation signatures of these terms and conditions are valid for the duration of the assignment and a further 120 days. Should the client request a repeat of the services provided within this time, the sitter may request an updated "repeat agreement" to ensure updates and changes to the particulars of the service, fees applicable or agreement conditions. The client must inform the pet sitter of changes to the original service request. Should the owner not return as agreed, the payable service will continue until the owner or next of kin returns to assume responsibility for the pets. Any fees for the extended service are payable on or before the owner's return. An animal safety and welfare organisation will be notified should the owners not return within 72 hours and where both parties have not been able to establish communication. Sitters may decline a client’s request for service when both parties have not provided a written agreement. All client information is protected according to the **POPI ACT** and will not be sold or used by 3rd parties.

1. **ENTRY AUTHORISATION**. Pet Sitters shall enter the premises only if instructed by the client as per this agreement and will complete the services indicated above to the best of their abilities. **This agreement grants the sitter express permission to enter the client's home or property unrestricted**. Any damages or liabilities that may occur in the house while on assignment (except for negligence or theft by the sitter) will be deemed to be covered under the clients' home insurance. Services may only commence once this registration form is completed, authorised, returned, and paid in full by the client to the pet sitter. The client agrees that they have provided a reasonable explanation of their requirements to the sitter and that the sitter has a reasonable understanding of what is required of them. This agreement can be used to hand over to another certified sitter (L2+) should the assigned sitter become ill, injured or delayed. PSCT reserves the right to assign another certified (L2+) sitter if required to do so. The sitter will communicate the change of sitter to the client if possible.
2. **PAYMENT POLICY.** All pet care assignments **must be paid in full before the service will commence or is accepted by the principal sitter**. Stayover bookings may require full payment 30 days in advance to secure a pet sitter. We accept EFT, Cash, SnapScan and Zapper as acceptable forms of payment. Payments must be made to the principal pet sitter only. Payment will only be acknowledged when the service fee appears in the account. The monies paid will be held in trust until the commencement of the service. Sitter will request a POP to verify the fees due.
3. **CANCELLATION POLICY:** Once a booking has been made and the required fee is received for the booking confirmation, the following cancellation policies apply. **Stayovers (day or night).** **A**. The client cancels 1-5 days before commencement – 0% refundable. **B**. Client cancels 6-10 days before commencement – 50% refundable. **C**. Client cancels 10+ days before commencement – 60% refundable.

**Daily visits:** **D**. Client cancels 1-4 days before commencement of service – 50% refundable. Sitters may exercise discretion in regard to each cancellation request or appeal to the policy specifications above\*.

1. **USE OF APPLIANCES**: When a pet sitter stays over, the client must specify which appliances may not be used by the pet sitter (e.g., T.V., stove, microwave, DVD player, Wi-Fi etc.). Please identify items not to be used on page 4 of special/other Instructions with an 🗸 in the boxes provided.

|  |
| --- |
| **Further instructions:**  Initial \_\_\_\_\_\_\_\_\_ |

I, the client, hereby assign **P.S.C.T. and members** to provide the above services at our property as requested and indicated on page 1 of the agreement. I acknowledge and understand this agreement's full meaning and consequences and declare my information accurate and correct. Pet Sitter ICs (members, assistant sitters and associates) reserve the right to decline or delay an assignment before the assignment commences, where the circumstance surrounding the original assignment request changes significantly on arrival where the pet sitter cannot perform their duties without compromising the safety of the pets or pet sitter, or where the client has not made payment to the pet sitter before the assigned start date**. The client may request a PDF copy of this agreement before or after completing this service agreement**.

Once accepted and authorised by the client, this agreement constitutes a binding agreement between the pet sitter and the client. Any other agreements between the pet sitter and client to alter or add to this agreement shall not be binding and shall be of no force or effect unless communicated in writing via WhatsApp, email or reduced to writing and signed by the sitter and the client.

**Sitters signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_/\_\_\_/ 20\_\_\_\_ Clients Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Pet sitter bank details: NEDBANK CHEQUE ACC. 1137770082**

\*\* Payments and proof of payment should be made directly to the principal pet sitter (not the assistant sitter).

\*\* Any payments the client makes to the incorrect bank account will not constitute payment to the sitter or company.

\*\* Clients must ensure they receive and capture the correct bank details for payment. Sitter may provide a picture or text of their bank details.

(b)

**F. A general guide to our pet care services**

• **Our primary responsibility is to care for the pets' health and well-being at your home during your absence.**

* **Our secondary responsibilities** may include the post retrieval, plant watering, pool care, perimeter safety checks and

poop pickup. Other responsibilities may include opening for outside and domestic services and pet transport (ICE).

• The daily rates and 'travel fees' quoted are listed online, and the agreement is provided. Variations may occur.

* An interview will always be at your home, where we will meet you and your pets for our 3-way compatibility meeting.
* The rate quoted telephonically may vary slightly and should be confirmed at an interview with a written agreement.

before the assignment (service) begins.

* Additional services and travel distances may\* require a nominal increase in our regular daily rates.
* Access for the sitter to your home (correct keys, remotes, and codes) is the client's responsibility to arrange.
* At your request, we shall give you recent references to contact. Those you are referred to will coincide with clients we

have assisted previously. Our website provides many references which can be verified or provided by management.

• Unless we arrange a specific time for our arrival at your home on the day of the assignment, the arrival time shall be as per the agreement. Feeding times may have a flexibility\* of approximately 1.5 hours.

* Our assignments will commence as the agreement stipulates, depending on the services selected.
* **Our core visiting hours\* are from 7 am - 9 am and 5 pm - 7 pm daily\*. Sleepovers generally commence from 19h00\*.**

• Should you request that we arrive outside of our core times, then an additional hourly rate may\* be added and the

balance is to be settled at the end or before the assignment unless otherwise agreed.

• Your home and pets will be visited as per the service request and times agreed upon at the interview.

• Although our presence usually deters criminals, we do not guarantee security. We cannot be held responsible for any external theft on your premises outside of our core times and assignment requirements. Should an alarm be activated outside of our visiting hours, it will be the duty of the security company to investigate and NOT the sitter.

* Any proven or conclusive theft conducted by our members can result in a formal criminal charge initiated against

them at the nearest SAP station on behalf of the client or by the client. We do not tolerate deliberate theft, lies or violence from our members.

• Please ensure that all specific written instructions, routine sheets (including garbage collection day and alarm details),

the domestic help/gardener working days, contact telephone numbers, and emergency phone numbers are on the

registration form provided. Clients may leave additional instructions on the counter of the home.

• We are not required to feed or supervise other persons at home. Should the assignment include supervising

There may be an extra charge for the maid, gardeners, contractors, etc., which may not form part of our core hours.

* Sitters will not permit anyone onto your property unless specified or informed which persons may enter your premises.

• Payment for each assignment must be paid in full and in advance for the entire period, booked at the agreed rate per day into the sitter's bank account. Failure to provide payment before the sitter starts could delay or cancel the services. Please discuss other options with your pet sitter before signing the agreement. We shall verify confirmation thereof.

* + **BANK DETAILS CAN BE PROVIDED VIA EMAIL OR WHATSAPP from the Pet Sitter**.
* Our services include a daily visit or stayover to care for your pets for food, water, company, and medical care.

• Should the booking date not be changed or cancelled within thirty (30) days before the assigned booking is due to commence, the total booking fee or a part thereof is due. Please see clause 12 of the T's and C's above.

• Please tell us if we should use or discard any food which will spoil if not eaten to avoid smells and odours.

• Please ensure sufficient food and medication for the pets for the duration of the assignment.

• Please ensure emergency lighting in the home during a power failure or load shedding.

• A 'backup' team supports most assignments should the sitter experience an emergency or crisis.

* Exists and entries will be communicated daily via SMS or WhatsApp to the client or a call if requested.
  + Clients may communicate with the sitter at any time for assurance or general communication.
* **During a stayover assignment, a client may, at their discretion,** provide us with the **WI-FI passwords** for WhatsApp,

email access and Internet access. **We regard this as a privilege and not a right.**

• Our sitters live mindfully, carefully, considerately, and discreetly in your home. We live only in the areas assigned to us. Locking of restricted areas is permissible. Please ensure no pets are in the locked rooms.

* We do not require your food. Sitters cater for themselves while on assignment.
* We shall endeavour to leave your home as we find it. Our sitters will take responsibility for any accidental breakages\* caused by them, and a report card will be provided upon exiting the home.
* If fresh milk, bread, or other foods are consumed, the pet sitter will replace these items before your return\*.
* Thank you for entrusting our pet family business with your most precious possessions.
* In case of emergency (I.C.E.), contact **Carol Wragg: at 072 197 3830** or **Leigh De Wet: at 083 273 4477**

**Compliments and complaints** can be directed to the sitter or emailed to [petsitterscapetown@gmail.com](mailto:petsitterscapetown@gmail.com)

**Sitters Name: Contact number:**

*(Leave with the client)*

(i)

**G. 2024 rates for services provided**

**services**

No extra charge\* within a **6 km** radius of any local area office**. Fees provided are valid from 01 Feb 2023 – 31 Jan 2024**

Prices may vary from time to time, area to area and special requests\*. Pet care is subject to availability and location.

**The table below indicates the services provided by the sitters. Please ensure that the correct services are selected.**

**Daily service packages provided Fees applicable.**

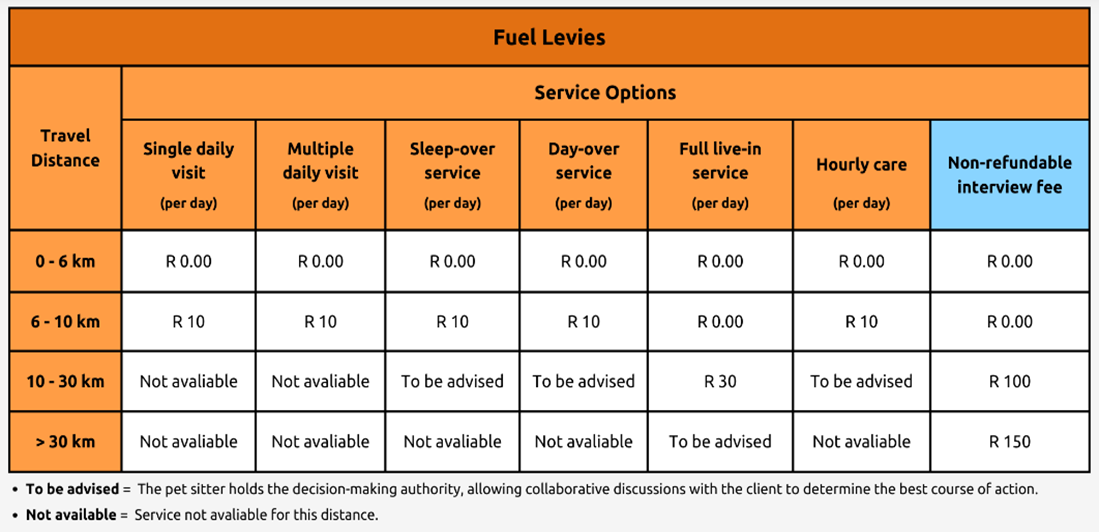
|  |  |
| --- | --- |
| 1a) 1x **visit per day** – 1st entry.  1b) 2nd/3rd **visit per day**: Additional fee. | **R 129.00**  **R 99.00** |
| 2) **Sleep-in service**: 12 hours\* 26.00 p/hour  3) **Day-over request**: 8 hours\* 37.00 p/hour.  4) **Full stay over** – local: (less < than 10km) 21.00 p/hour.  5) **Full stay over** – non-local (more > than 10 km) + travel fee  6) **Hourly care**: R 160.00 + R 35.00 p/hour | **R 320.00**  **R 320.00**  **R 420.00**  **R 420.00**  **R 160.00 +** |
| 7) Additional travel fees may apply: See the attached fuel levy table. | **See the fuel table below.** |
| 8) Additional services/discounts: walks, emergency transport, extra hours, quick  service\*, discounts, vouchers, VIP rewards etc. | **To be advised** |

**H. 2024 additional levy list**

**services**

**Note:**

* This fee is a discretionary fee and may be applied by the pet sitter where the sitter warrants the use thereof. The client will be informed.
* These fees are not intended to penalise the client but to incentivise the sitter to “go the extra mile“ in order to accommodate a request outside of their usual area of influence.
* A client may query the validity of such fees in order to establish the justification/breakdown for the additional fees applied.



(ii)