

## Service Agreement between Cat Sit Vancouver and Client

This contract is an agreement between Cat Sit Vancouver (Sitter) and \_\_\_\_\_ (Client) for pet care services starting on \_\_\_\_\_ and continuing on an as-needed basis.

### Service and Fees

1. Services will be provided at the following rate:

Service	Fee
30 Minute Daily Visit, administering any required medications.	\$25 / day
Twice-Daily 30 Minute Visits	\$45 / day
Initial In-Home Consultation (15-20 min)	Free for bookings 3 days or longer. \$25 for bookings 2 days or less.

All fees are in Canadian dollars. Rates for subsequent services are subject to change.

2. Client authorizes Sitter to perform pet care services as outlined in **Client Profile**, **Pet Profile**, and **Emergency Care Profile**, which shall become part of this contract. Prior to any future pet care services Client agrees to notify Sitter of any changes to the information on these forms.
3. **Payment:** Payment is due upon our first visit to care for your pet(s). After your initial consultation with Sitter, Client will be emailed an invoice with confirmation of the service dates.

The preferred payment method is via INTERAC e-Transfer to [christine@catsitvancouver.com](mailto:christine@catsitvancouver.com). Payment via credit card through PayPal is also accepted, but requires a 3% surcharge. Cheques will be accepted after 6 months of established business with Client.

4. **Confirmation:** Client agrees to notify Sitter of their return home. If no notification is received, Sitter will continue to visit daily at the daily rate to ensure your pet receives care. Delayed flights and other changes are common enough, so please be sure to notify Sitter of your return home to avoid extra charges.

## Emergency Care

5. **Emergency Contact:** Client agrees to provide Sitter with contact information where he/she can be reached while away. Client will also provide a name and phone number of someone who is authorized to handle any major problems that may arise. If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision Sitter makes in regards to pet care or Client's property.
6. **Emergency Care:** In the event that pet(s) being cared for require immediate medical attention, Sitter will make all reasonable attempts to contact the Client or designated Emergency Contact prior to obtaining emergency care. However, Client agrees that pet sitter has the authority to act in pet's best interest even if this means seeking medical attention prior to notifying Client. Client agrees to reimburse Sitter for any additional fees and/or expenses incurred while tending to emergency or veterinary care.
7. **Inclement weather/Natural disaster/zombie apocalypse:** In the event of inclement weather, natural disaster, or zombie apocalypse, Sitter is entrusted to use best judgment in caring for pet(s) and home. Client recognizes that in the event of such circumstances, Sitter reserves the right to alter services outlined in this contract.
8. **Personal emergency:** In the event of personal emergency or illness of pet sitter, Client authorizes Sitter to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this contract. Client will always be notified beforehand.

## Logistics

9. **Key return policy:** Client may agree to allow Sitter to keep their keys on file in a secure location for future services. If Client prefers to have key returned, Client agrees to pay \$10.00 pick-up fee for future services.
10. **Locksmith:** Client gives Sitter the authority to use the services of a locksmith in the event of malfunction of the lock, keys, or automatic door opener. Sitter will make all reasonable attempts to contact Client or their designated Emergency Contact before contacting a locksmith. Client also agrees to reimburse Sitter within 7 days of return for all costs incurred, and to hold Sitter harmless for consequences related to the activities of the locksmith.
11. **Cancellation:** Sitter requires a 48-hour notice of cancellation. Less than 48-hour notice may result in Client being charged a \$25.00 service fee.
12. **Special Holidays:** Christmas Day and Boxing Day are extremely high demand days for visits. On these days only, visits may be drop-in visits only.

## Liability

13. Sitter, its employees and/or independent contractors, agrees to provide the services in a caring, responsible manner. The client waives and relinquishes any and all claims against Sitter, its employees and/or independent contractors, except those arising from negligence of Sitter. Client agrees to notify Sitter of any concerns related to agreed upon services within 24 hours of return home.
14. **Visitors:** If anyone will be entering Client's home while it is under our care, Client agrees to notify Sitter in advance. Sitter will not enter an occupied home if we have not previously made us aware of visitors. Similarly, unless we receive instructions from Client, we will not grant access to the home to any visitors. Sitter will not be held responsible for any damages incurred to Client's home or pet(s) by visitors. It is understood that anyone with access to the home will be notified of Sitter presence and vice versa. The police will be called, without exception, on all intruders or suspicious acts.
15. **Outdoor access:** Sitter will not be held liable for the well being or actions of any pet with unsupervised access to the outdoors.
16. **Scared/Aggressive pets:** If a pet has a history of biting or fear aggressive behaviour, Sitter will make best efforts to provide services. Medical care can only be provided to willing pets. Client will be liable for Sitter's medical expenses and/or damages that are the result of an animal bite or injury due to pet's aggressive behaviour.
17. **Vaccinations:** Client agrees to provide Sitter with history of vaccinations, if any, for all pets. Should pet sitter be bitten or otherwise exposed to any disease or ailment received from Client animal(s), Client agrees to pay all costs and damages incurred.
18. **Future Services:** Client authorizes this signed contract to be valid for future services without additional signed contracts or written authorization.

## Emergency Veterinary Release

19. **Emergency Veterinary Release:** In the event that any pet appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Sitter, Client gives permission to Sitter to seek veterinary service from a veterinarian. Sitter will make every reasonable effort to contact Client and their **Designated Emergency Contact** before proceeding. The Sitter will make every reasonable effort to use Client's Preferred Clinic, as described in the **Emergency Care Profile**. If the emergency occurs after hours, Client authorizes Sitter to use their best judgement to seek alternative treatment.

20. **Total Diagnosis and Treatment Limit:** Sitter agrees to inform the attending clinic or veterinarian of Client's requested total diagnosis and treatment limit of \_\_\_\_\_ per pet / all pets (common values are \$500, \$1000, or unlimited).

Client will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident.

21. **Sharing of Pet Medical Records:** Client authorizes their primary veterinarian(s) and Sitter to share the entire medical records of all pets with the attending clinic or veterinarian in the interest of providing the best care for ill or injured pet(s).

22. **Emergency Treatment Liability:** Client understands that Sitter will make best efforts to contact Client regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. Client understands that Sitter's care providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. Client agrees to allow Sitter to use their best judgment in handling these situations, and Client understands that Sitter assumes no responsibility for the actions and decisions of the veterinary staff.

The Client states that he/she has read this entire agreement, and understands and agrees to its terms and conditions.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sitter

\_\_\_\_\_  
Date