

Sue's
PEACE OF MIND
MOBILE PET SITTING SERVICES

Sue MacLean, owner

Phone: 519-981-9382

Email: susan@suespetcare.ca

Website: www.suespetcare.ca

SERVICE AGREEMENT

Initial Consultation Date: _____

Client Information

Owner's Name: _____

Address: _____

Home Phone: _____ Work Phone: _____ Mobile: _____

Email: _____

Pet's Information

Pet's Name(s): _____ Type of Pet(s): _____

Breed(s): _____ Colour/markings: _____

Sex: Male Female Dates(s) of birth: _____

Flea protection verified? Yes No Up-to-date vaccinations verified? Yes No

Spayed/Neutered? Yes No Microchip? Yes No

Health issues (*please specify*): _____

Emergency Information

Emergency Contact Name: _____

Emergency Phone #: (h) _____ (w) _____ (c) _____

Veterinarian's Name: _____

Veterinarian's Phone #: _____

Initial Booking Consultation – FREE!

At this visit I can get to know you and your pet, decide on which package would best suit your needs, go over the service agreement, answer any questions, transfer keys, tour your home and discuss the care of your pet(s) and home. This meeting is a requirement and is to be scheduled at least 48 hours prior to start to service.

Services Requested: *(please check one)*

- Home Security Visit** – (no pets) **\$20**
Includes a walk around the exterior, collection of mail and newspapers, adjustment of drapes and lights, watering indoor/outdoor plants, simple pool care such as adding chlorine, garbage/recycle day services, checking furnace, A/C, appliances, basement and any other minor tasks as required to maintain a home's occupied appearance.
- Mid Day Service** - (30 min.) **\$20**
For the dog owner that works long hours, the Mid Day Service includes a walk or let-out, feeding, change of water, yard clean up and playtime.
- Extended Visit** - (45 min.) **\$30**
Best for multiple pet homes and pets with special diets or special needs. Includes a walk or let-out, yard clean up, playtime, administering medications or injections where necessary.
- Hourly** - **\$40**
- Vacation Pet Sitting for Cats** - **\$20 per visit**
This 30 minute visit includes: giving fresh food and water daily, cleaning of the litter box(es) and cleaning up of other pet messes daily, along with plenty of TLC. Medications and/or injections may also be administered. Please note that multi-cat homes must have at least 2 litter boxes for the duration of the service. Service may also include watering plants, bringing in mail, newspapers and flyers.
- Vacation Pet Sitting for Dogs** - **\$80 per day**
While you are on vacation, your dog will be safe, happy and comfortable in their own home with four 30 minute daily visits at times designated by you. Visits will consist of daily walks or let-out, fresh water and food, cleaning food and water dishes, pet mess clean up, playtime and plenty of TLC. Other services may include rotating blinds and lights, watering the plants, bringing in the newspaper or mail, checking A/C, furnace, basement, plumbing and appliances, garbage/recycle day services and any other small tasks required to maintain a home's occupied appearance.
- Vet Visit** - **\$40 for up to 1 hr., \$10 for up to 15 additional min.**
Your pet will be picked up and delivered to your vet at a time convenient for both of us. Please arrange for vet payment in advance.

SERVICE DETAILS:

Service type: _____

Other services: _____

Date(s) of service: _____

or for regular recurring visits:

Days per week: _____ Please specify: _____

Start date: _____

Additional Fees:

Travel Fees

0-9 min. \$2

10-12 min. \$3

13-15 min. \$4

16-18 min. \$5

19-21 min. \$6

Each min. over 21 \$1 + \$6

*Travel time as per Google Maps from my office to your home.

Holiday Fees

An extra \$10 per visit will be charged on the following holidays:

New Years Eve

Victoria Day

Christmas Eve

New Years Day

Canada Day

Christmas Day

Family Day

Civic Holiday

Boxing Day

Good Friday

Labour Day

Easter Monday

Thanksgiving Day

Key Return

There will be a charge of \$10.00 for the return of key(s) on completion of service or the key may be picked up at our office. (The key may also be retained by the service for future bookings.)

Snow Removal

In the event of a major snow storm there will be a charge of \$20.00 if it becomes necessary for me to remove snow to gain access to the home and no prior arrangements have been made.

Total cost for service: \$ _____

Terms of Service

- For the purpose of this document, the terms Client, Owner, Pet Owner and Customer are synonymous with the person contracting services for one or more domestic animals.
- A signed Service Agreement form must be completed before service is provided.
- Payment for service is due at time of booking. For recurring weekly visits, payment is due by the Friday before the upcoming week of service.
- Payment accepted by cheque or E-transfer.
- There will be a charge of \$50 for NSF cheques.
- 24 hours notice is required to cancel a service otherwise you will be charged for one visit.
- Sue's Peace of Mind Mobile Pet Sitting Services is not responsible for damages to the home beyond my control. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, I will attempt to contact the customer before making a subjective decision on dealing with the problem. All repairs and related fees are the responsibility of the customer.
- Sue's Peace of Mind Mobile Pet Sitting Services is not responsible for any damages to property of the client or others unless such damage is caused by my negligence. I agree to remain fully insured and bonded.
- Sue's Peace of Mind Mobile Pet Sitting Services accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- Sue's Peace of Mind Mobile Pet Sitting Services is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure the home prior to leaving the premises. Your home will be re-secured to the best of my ability at the end of each visit. While keys are in my possession, they will be either with me, or be properly stored in a secure location.
- Sue's Peace of Mind Mobile Pet Sitting Services subscribes to insurance coverage through Royal & Sun Alliance Insurance Company of Canada.
- Pet Owners must have legal rights to place animals in the care of a pet sitter. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, accepted and signed by each rightful owner(s).
- The terms of this document apply to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any location the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches.
- Sue's Peace of Mind Mobile Pet Sitting Services will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Sue's Peace of Mind Mobile Pet Sitting Services is authorized to seek any emergency veterinarian assistance needed during visit, at the cost to the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.

- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness, halter, collar, etc... for walks, firmly affixed vaccination tags, a lead rope or leash, bags, scoop, litter boxes, food, cleaning supplies, medications, pet food, and cat litter.
- Pet Owner agrees to be responsible for all medical expenses and damages resulting from an injury to myself, or other persons. The Pet Customer agrees to indemnify, hold harmless, and defend Sue's Peace of Mind Mobile Pet Sitting Services, in the event of a claim by any person injured by the Pet.
- I authorize this contract to be valid approval for services so as to permit Sue's Peace of Mind Mobile Pet Sitting Services to enter my home without additional signed contracts or written authorizations.
- Sue's Peace of Mind Mobile Pet Sitting Services reserves the right to terminate this contract at any time if it is determined that the Owner's pet poses a danger to the health or safety of itself, other pets, other people, or myself.
- Sue's Peace of Mind Mobile Pet Sitting Services agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against Sue's Peace of Mind Mobile Pet Sitting Services, except those arising from negligence.
- Client agrees to notify Sue's Peace of Mind Mobile Pet Sitting Services of any concerns within 24 hours of return home.
- This agreement is valid from the date signed.
- The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client Signature: _____

Date: _____

Sue's Peace of Mind Mobile Pet Sitting Services

Susan MacLean, owner: _____

Date: _____

*Licensed and fully insured
Trained in Pet CPR and First Aid*