

TERMS AND CONDITIONS OF SERVICE

**What We Must Do**

- We will maintain your personal information, alarm codes, and house keys in a secure location. We will not share your information with anyone unless it is to facilitate your service.
- We will perform all of the services that are listed on your service invoice or estimate.
- We will maintain all the necessary licenses, insurance, and bonding during your service period.
- If your pet has a medical emergency while you are away we will attempt to notify your listed emergency contact person. If they cannot be reached and the emergency is life threatening we will seek emergency care for your pet.
- We will not stand by while a service or maintenance personnel performs service on your home unless it is an emergency repair. You will be charged according to the time we spend at your home.

**Cancellation Policy**

The cancellation fee will not be waived for any reason.

- Service cancelled with more than 48 hours notice is fully refundable.
- Service cancelled with less than 48 hours notice but more than 24 hours notice is charged a \$15.00 cancellation fee.
- Service cancelled with less than 24 hours is charged \$27 or the amount of one service visit whichever is less.
- Early returns with less than 24 hours forfeits an amount equal to one service visit.

**What You Must Do**

- You must contact Professional Animal Sitting Services, Inc. by telephone or e-mail and notify us of your return home
  - If we don't hear from you we assume you have been delayed by some type of emergency and are unable to contact us. We will assume that your pets and home need someone to care for them!
  - If we must make an unscheduled service your service may not be at the same time as your scheduled services. Additionally if you were scheduled to return in the evening, we will not attempt to contact you until the following morning. Therefore your pets will not have service until the following morning.
  - You can avoid these problems by calling us and making sure you schedule enough services for the length of your trip.
  - There is a \$10 charge + the cost of the service for all late returns.

## PROFESSIONAL ANIMAL SITTING SERVICES, INC.

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- Have enough pet food, medications, cat litter, treats, or other supplies necessary for the length of your service.
  - We will shop for these items if needed but we will charge a \$10 shopping fee.
- Arrange with your veterinarian for treatment of your pet if your pet becomes ill while you are away.
- Tell the people you have listed on your emergency contact sheet that we are caring for you home and pet while you are away. Make sure that the person(s) listed on your emergency contact list will be available during your absence.
- Tell us if your pet is ill or requires medication.
- Tell us if your pet has ever bitten anyone.
- Provide leashes, pet carriers, and collars for your pets.
- Provide basic cleaning supplies for cleaning food bowls, water bowls, cages, and litter boxes.
- Tell us if you have specific watering instructions, are expecting a delivery, have a pool service, have a maid service, have a gardener, or anyone that may be at your home during our service.
- To pay for services rendered promptly.



PROFESSIONAL ANIMAL SITTING SERVICES, INC.

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**Agreement for Service**

I have received a copy of the term and conditions of service. I agree to the terms and conditions of service. I want Professional Animal Sitting Services, Inc. to perform the services listed on the service invoice or estimate.

I agree to pay Professional Animal Sitting Services, Inc. the amount listed on the service estimate or invoice in addition to any charges for late returns, emergency safety visits, or late cancellations.

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_ Dated: \_\_\_\_\_