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# TERMS AND CONDITIONS OF SERVICE

## PAWSITIVELY PETSITTING, LLC

\*BUSINESS HOURS for my OFFICE: 9-5pm Mon – Friday.

\*PAYMENT: Due at TIME OF SERVICE THE DAY YOU DEPART.

\*FORMS OF PAYMENT: Cash or Check ~ **Checks Payable to: PAWSITIVELY PETSITTING**

\*UNPAID SERVICES: Unpaid services may be cancelled without notice, including during the scheduled service period.

\*LATE FEE: 10% assessed after 5 days late.

\***CANCELLATION POLICY AND FEES: Reservations must be cancelled with at least 3 days of notice to avoid a fee of 100% of the booking. NO Credits or Refunds are given for early returns from trips.** Please understand cancelling appointments without sufficient notice incurs lost wages and time spent. Failure to pay cancellation fees can result in suspension of future pet sitting.

\***DEPOSITS ARE NON REFUNDABLE:** 50% NON Refundable deposits are required for HOLIDAYS, SPRING BREAK, NEW CLIENTS and Reservations over \$300.

\*LAST MINUTE RESERVATIONS: Reservations requested with less than 24 hours may not be able to be filled and are subject to a \$45 Fee.

\*HOLIDAY FEES: Holiday Fee of \$30 pertains to ALL Major Holidays, Christmas Eve and New Year's Eve.

\*EMERGENCY VETERINARY VISITS/SUPPLIES: Emergency Vet Visits are \$100 per each trip to vet. Supply errands (pet food/medications) will be charged a \$60 Fee. Please stock up on pet food, medications and supplies before you depart.

\*RETURNED CHECKS: Returned Checks \$40 Fee

\*KEYS: Key Pick up/Return Fee \$30

\*2<sup>nd</sup> Consultations: Following the first free consultation, secondary consultations are \$35.

\*RESERVATIONS: Request Reservations on: [www.BestPetSitterTheWoodlands.com/contact-us/](http://www.BestPetSitterTheWoodlands.com/contact-us/) TEXT RESERVATIONS ARE NOT ACCEPTED! Your Emailed invoice is your confirmation.

\*AVAILABILITY: Prior to requesting service, check my Website for availability [www.BestPetSitterTheWoodlands.com/contact-us/](http://www.BestPetSitterTheWoodlands.com/contact-us/)

\*Availability is subject to change.

\*VISITORS IN YOUR HOME: ALL visitors must be appropriately scheduled with the Pet Sitter prior to your trip. "Surprise" encounters can be scary and dangerous for both parties. This includes: Maintenance workers, Realtors, Housekeepers, Neighbors, Friends and Family. Pet sitting may be terminated without notice if visitors or unknown cars are found at the home unannounced. Please be considerate!

\*DAMAGE/LOSS IN THE HOME: Pawsitively Petsitting is not responsible for damage to the home beyond the control of the Pet Sitter. This includes but is not limited to, loss or damage due to burglary, water leaks, electrical problems and acts of nature. Pawsitively Petsitting will attempt to contact the client if a situation arises, but is not responsible for scheduling repairs.

\*VISITING PETS: Services cannot be rendered to homes with "visiting" pets. A separate set of agreement forms must be filled out by the "visiting" pet's owner.

\*PET SECURITY: Pet Owner is responsible for pet-proofing house and yard, including fencing, gates, and latches. Pawsitively Petsitting is not liable for the disappearance, injury or death of any pet having unsupervised access to the outdoors such as dog doors.

\*WEATHER RELATED EVENTS: Please have arrangements for evacuating your pet in the event of a weather emergency. I will make every attempt to see to your pet's safety, but cannot guarantee it.

\*PET AGGRESSION: In the event a pet poses a danger to the safety of itself, other pets, people or the Pet Sitter, the Owner authorizes the pet to be placed in a boarding facility. All charges relating to the boarding facility are the responsibility of the Pet Owner.

\*This agreement is valid from the date signed, and replaces any prior Terms of Service Agreement. The Pet Owner states that he/she has read this agreement in its entirety and fully understands it terms and conditions.

**TWO COPIES OF THIS FORM MUST BE SIGNED AND DATED IN ORDER FOR SERVICES TO BE RENDERED.**

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_