



## SWEET DREAMS PET SITTING POLICIES & SERVICE AGREEMENT

All uses of the phrase “Sweet Dreams, We or Us” shall refer to Sweet Dreams Pet Sitting. Client referred as “Client, Customer or You”

CLIENT NAME \_\_\_\_\_

**Scheduling & visit times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. *Sweet Dreams* will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. Visits before 7 a.m and after 9 p.m. available upon request for an additional charge.

**Confirmation Call (Prior to out-of-town-Departure):** *Client* will make a confirmation call or e-mail no less than two days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by *Sweet Dreams* (please do not depart town with out this). This is to ensure your pet’s needs are carried out as intended.

**Early Returns:** We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify Sweet Dreams of an early return and we make a trip and find you home, the regular per visit charge applies.

**Cancellations:** We understand your plans change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel 24 hours or less prior to the date of the first visit there will be a \$25 cancellation fee.

**Holiday Cancellations:** Please understand that pet sitting services receive more requests for reservations than they can handle during holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before a major holiday, you will be charged for half of the visits. Major holidays are New Year’s Day, Easter Sunday, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day.

**Inclement Weather:** Primarily severe storms, snow/ice conditions etc. You will entrust *Sweet Dreams* to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. *Sweet Dreams* will try to carry out your instructions to the best of our ability. The care we provide to our customer’s pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.**

**Emergency Contact:** *Sweet Dreams* has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Sweet Dreams, customer realizes that we will provide service but not until conditions allow us to reach your home safely.**

Name of Emergency Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Medications/Vaccinations:** *Sweet Dreams* will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will *Sweet Dreams* service any pet that has any form of contagious illness.** This is for the safety of other customers. *Sweet Dreams* requires that all pets have the necessary vaccinations, immunizations or titers before service begins, with **NO EXCEPTIONS**. If *Sweet Dreams* pet care provider is bitten or exposed to any disease or ailment received from the client’s pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

**Access to your Home by Others:** If customer allows any other person(s) access to their home during *Sweet Dreams* contract period, we cannot be held liable for any damages to property or pets as a result. Please notify *Sweet Dreams* if someone will be in your home. Please also notify the person(s) in your home that *Sweet Dreams* is coming so that your visitor, as well, is not surprised by our entrance.

**Fences:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet’s safety.** *Sweet Dreams* does not accept responsibility or liability for any customer’s pets that escape, are injured, fatally or otherwise, or become lost when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.

**Pet and house clean-up:** *Sweet Dreams* will properly dispose of pet waste and do our best to clean up any accidents your pet may have. We are not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels and trash bags and indicate where you would like the waste disposed of.

**Leashes:** All dogs will be required to be on leash during outdoor walks. There will be no exceptions.

**Unforeseen purchases:** Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by *Sweet Dreams*. We will retain a receipt and the customer will be responsible for reimbursement of these items. A \$15 trip fee will be applied.

**Animal Behavior:** Animals behavior can be unpredictable. *Sweet Dreams* does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals or property. Further, if a *Sweet Dreams* pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the *Sweet Dreams* pet care provider or by the animals.

**Updates:** Please provide us with any changes regarding your pet's care and other pertinent information.

**Payment:** Payment is due on or before start of service. Preferred forms of payment are cash and checks. Credit card payments may be made through PayPal for an additional 1.5% fee. *Sweet Dreams* will add \$25 plus bank fees for any returned check. Although not required, if you wish to tip the pet care provider, please write a separate check in the pet care provider's name or leave cash for your pet care provider.

**Keys:** Two working copies of your house keys must be provided before start of service. If you live in a gated community, you must provide a gate card, remote control or appropriate access codes. No keys will be returned by regular mail, hidden outdoors or locked in homes at last visit. If you are not already doing so, consider letting *Sweet Dreams* retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept in a secured lock system and are coded for customer's confidentiality. If you choose not to have *Sweet Dreams* retain a key, picking up and returning your keys requires two extra trips and there will be a \$10 charge per trip for time and mileage. A second option for key return is via U.S. certified mail. To cover costs, the charge for this option is \$5. Please check the key you provide *Sweet Dreams Pet Sitting*. Should keys become unusable, lock malfunctions, client fails to leave a key or for any other reasons beyond the control of *Sweet Dreams* control, client authorizes *Sweet Dreams* to employ the services of a locksmith to gain entry into client's home on client's behalf. Client will be responsible for all expenses incurred and reimburse *Sweet Dreams* upon return.

**Thermostat:** Please leave your thermostat settings within a normal comfortable range (64-78°F). If the house temperature is outside of this range, *Sweet Dreams* pet care provider will adjust the thermostat. This is to ensure the health and comfort of your pets and *Sweet Dreams* pet care provider during our time of service.

**Client Return:** Client must notify *Sweet Dreams Pet Sitting* when you have returned home. If you do not call and do not answer your phone, we will make additional visits and you will be charged for those visits. We must know that your pets are being cared for and no additional visits are required.

**Animal Emergency:** I authorize *Sweet Dreams Pet Sitting* to transport my pet(s) to a veterinarian in the event of their illness or injury and authorize treatment deemed necessary by the veterinarian. In the event the pet is in need of hospitalization; *Sweet Dreams* is authorized to leave the pet until the pet can be transported home. If at-home medication is prescribed, *Sweet Dreams* has my permission to administer the directed dosage. If *Sweet Dreams* incurs any medical expenses for the pet's treatment, I will reimburse that amount plus transportation fees, as applicable.

*Sweet Dreams Pet Sitting* reserves the right to terminate this agreement at any time before or during its term if *Sweet Dreams* determines that *Client's* pet poses a danger to the health and safety of herself/himself or others. If concerns prohibit *Sweet Dreams* from caring for pet, *Client* authorizes pet to be placed in a kennel with all charges to be charged to *Client*.

*Sweet Dreams Pet Sitting* reserves the right to terminate this agreement at any time before or during its term.

*Sweet Dreams Pet Sitting* agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services, the *Client* expressly waives and relinquishes any and all claims *Sweet Dreams Pet Sitting* except those arising from negligence or willful misconduct on the part of *Sweet Dreams Pet Sitting*.

I, \_\_\_\_\_, have read, understand and agree to the pet care policy of *Sweet Dreams Pet Sitting*. All policies and guidelines are subject to change at *Sweet Dreams Pet Sitting's* discretion.

\_\_\_\_\_  
For Sweet Dreams Pet Sitting

Dated \_\_\_\_\_