



Kelsey's Super Pet Sitters

Phone: 716-430-0119

Service Agreement

This agreement shall remain in effect until terminated by either party in writing and is between Kelsey's Super Pet Sitters and the client. This agreement constitutes permission to enter the client home and perform duties as outlined in the Client and relevant Pet Profile, Service Agreement, and Veterinarian Release. Any changes to this agreement by the client must be done so in writing or they will be null and void. Kelsey's Super Pet Sitters has the right to make any changes to this agreement at will without notice. With any changes, a new agreement will be presented, and must be accepted before any new services are rendered.

Payment for Services can be issued via Cash, Check, or Venmo

Keys can be kept on file, in a lock box, or picked up and returned for a \$6 fee each.

Policies and Procedures:

Liability Policies:

- Kelsey's Super Pet Sitters and its contractors agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives any and all claims against Kelsey's Super Pet Sitters or its contractors, unless arising from gross negligence on the part of Kelsey's Super Pet Sitters. Client agrees to notify Kelsey's Super Pet Sitters of any concerns within 24 hours of returning home.
- Kelsey's Super Pet Sitters cannot be responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- Kelsey's Super Pet Sitters cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- Kelsey's Super Pet Sitters or its contractors shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Kelsey's Super Pet Sitters to allow outside while sitter is not there. This includes pets with doggie doors and outdoor pets.
- The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to



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reimburse Kelsey's Super Pet Sitters for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).

- All pets with electronic fences must wear their collars with fresh batteries. Kelsey's Super Pet Sitters is not responsible for any animals that get out or inside of perimeter.
- Kelsey's Super Pet Sitters will sit for acutely ill animals and/or those with uncontrolled medical conditions with the understanding that we are not veterinarians and cannot be held responsible for adverse reactions to medications or therapy instructed by Client. We suggest the pet be boarded with a vet if complications are foreseen.
- Kelsey's Super Pet Sitters does not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if client's pet should bite another person or animal.
- Kelsey's Super Pet Sitters will not walk unruly or untrained dogs. All pets must be walked on a leash, no exceptions.
- Kelsey's Super Pet Sitters does not diagnose, prognosis, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- Client authorizes Kelsey's Super Pet Sitters to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges if a key(or incorrect key) was not provided initially by Client.
- Job sharing is not covered under our insurance. We cannot be responsible for your pet or home if another service provider enters your property while we are not there.

Business Hours:

Normal working sitter hours are between 7 a.m. and 9 p.m., and office hours are 8 a.m. to 8 p.m Mon - Sat, and 10am - 4pm Sun. Pet visiting hours fall between the hours of 7 a.m. and will not be scheduled later than 8:30 p.m. Services are usually completed during this time unless we are behind schedule. Kelsey's Super Pet Sitters will accept time specific calls but we cannot guarantee specific times accurately. A 30 minute - 1 hour window is acceptable.



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Convenience Policy

Requests for services in less than 1 week will incur a \$3 convenience fee; within 24hrs a \$5 fee.

Kelsey's Super Pet Sitters reserves the right to assess each situation individually.

Emergencies:

- Client agrees to authorize Kelsey's Super Pet Sitters to handle any emergencies that may arise.
- Kelsey's Super Pet Sitters will make every effort to contact client, however client gives Kelsey's Super Pet Sitters authority to act in the pet's/home's best interest and be available at an hourly rate of \$20.00.
- Kelsey's Super Pet Sitters requires you to have a responsible party (emergency contact) to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster.
- It is best your emergency contact is a neighbor so they can reach your home. Kelsey's Super Pet Sitters is not responsible for pets once they are received by the emergency contact.

Payment Arrangement:

Payment is due 7 days before services begin (invoice due date) unless otherwise stated in writing or on receipt of invoice for daily pet services, such as walks, potty breaks, etc. Additional pet sitting payment is gathered upon return in the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees). A late charge of \$15 will be applied every 5 business days until, at the very least, payment arrangements have been made.

Holiday policy. All holidays are subject to a 50% non refundable deposit upon booking. If deposit is not received within 5 days of booking the reservation will be removed.

Cancellation Policy

Cancellations must be received within 24 hours of scheduled daily walk/visit no refund will be applied and charges will remain on account. Cancellation of overnight or vacation service must be given with 1 weeks notice or 100% of the fee will be



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retained. If client returns home early, cancels remaining visits for current scheduled visits no refund will be issued. Kelsey's Super Pet Sitters reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

Privacy Policy:

Any and all information collected by Kelsey's Super Pet Sitters is for our working records only. By accepting the client fully understands and agrees to the contents of this agreement.

Service Agreement

- Updated January 5 2024

- Format Updated March 9, 2020