



YYC Pet Sitters Inc. Business Terms and Policies & Procedures 2018

General policy

It is our policy to accommodate you and your pet(s) with the best possible care while you are away. In order to do that, you must provide YYC Pet Sitters Inc. with all the information necessary for your pet's safety and to meet the requirements of our insurance. We expect you to fill in as much information as you can in your online profile page as possible including emergency contact names and numbers and the name of your designated veterinarian in case of emergency. If you prefer, you can email or phone this information into us.

Meet & Greet: Our initial consultation is a free service in which a time is scheduled to meet with the client and their pet. The goal of this meeting is to get to know each other, learn more details about the pet and their routines and schedule services if requested.

Scheduling: Please note that any services requested via our online booking system are not confirmed until YYC Pet Sitters Inc. reviews and approves them. Services are booked first come first serve and can book up quickly, especially during holidays. We recommend reserving the services you would like as soon as you can.

Keys: YYC Pet Sitters Inc. requires two sets of keys which also includes fobs and key cards. If preferred the client can purchase and install a lock box and install it at the door.

Alarm systems: If you have an alarm system in your home please provide the care giver with the code and contact the alarm company and tell them you have hired YYC Pet Sitters Inc. If you are uncomfortable giving YYC Pet Sitters Inc. the alarm code, please make sure it is disabled or create a temporary code for our purposes.

Incident Weather: YYC Pet Sitters Inc. will use their best judgement to determine if the service needs to be re-scheduled. Every effort will be made to reach your home. If a service is cancelled you will be notified immediately and if you can not be reached your emergency contact will be notified.

Medication: YYC Pet Sitters Inc. will administer medications but reserves the right to not administer the medication if there is a fear that the animal will react negatively (bite, severely scratch or claw the caregiver).

Confidentiality: YYC Pet Sitters Inc. will not disclose at any time any of your information to a third party. All information processed via our online booking system is done through a secure server. Read our Privacy Policy for more information.

Pictures: YYC Pet Sitters Inc. has the right to take pictures of the pet(s) to share with owners or social media. If the client would prefer that we do not take any pictures, verbal or written confirmation must be submitted.

Aggressive Dog Policy: YYC Pet Sitters Inc. has the right to deny services to any animal that has aggressive behaviour which could be harmful to the caregiver or to other animals. YYC Pet Sitters Inc. is always willing to work with you and your pet to ensure the services can be performed and will always do everything possible resolve the situation.

Dog Walks, Pet and Home Security Check-Ins

Visit times: YYC Pet Sitters Inc. will always visit within the chosen time-frame however we can not guarantee a certain time within that block. If there is a specific exact time you would like we will try our best to accommodate you.

Cancellation: YYC Pet Sitters Inc. requests that you cancel before 6pm the day before the service. We understand that in some cases a sickness can occur on the same day in which case we expect cancellation before 9am for a full refund. Services can also be rescheduled.

Last minute requests: YYC Pet Sitters Inc. will always do our best to accommodate your last minute request if possible.

Pet Waste: YYC Pet Sitters Inc. will always properly dispose of your pet(s) waste including incidents that may arise in the home.

Fences: YYC Pet Sitters Inc. will not assume any responsibility or liability for animals that escape, become lost or injured fatal or otherwise, when the sitter/walker is instructed to leave an animal in a fenced area. A written and signed request must be left for the sitter/walker with instructions before any animal will be allowed in a fenced area.

Pet Sitting & Home Boarding

Cancellation: YYC Pet Sitters Inc. requires 2-weeks notice for pet sitting & boarding cancellations and will return your 50% deposit. Any cancellations made afterwards you will not be refunded. We have this policy in place as our pet sitters do not schedule any other services during this time and we have to protect their livelihood.

Half days: If you leave or return on a day and require only a half day YYC Pet Sitters Inc. will only charge 50% of the fees for that day.

Unforeseen purchases or expenses: If YYC Pet Sitters Inc. must purchase any item to contribute towards the health and welfare of your pet(s) such as food or other supplies, a receipt will be submitted for reimbursement and a \$5 travel fee will be added.

Trespassers: Due to insurance reasons, and for the safety of the pet-sitter and home, no other person is permitted in your home during the serviced period. Failure to comply will result in termination of the service.

Veterinary Visits

Time charged: This service is timed from pet pick up at your home to delivery. We bill in 15 minute increments.

Travel insurance: We do have travel insurance for when your pet is in transit.

Authorization for future services

The client authorizes this policy to be valid approval for future services of any purpose provided by this policy permitting YYC Pet Sitters Inc. to accept online via our Time to Pet booking system, telephone or email reservations for service(s).

Disclaimer and Waiver of Liability

I authorize emergency medical care to be provided for my pet(s), or an appropriate alternate to be determined by YYC Pet Sitters Inc. in the event that my regular veterinarian is not available or that closer care is required. I will reimburse YYC Pet Sitters Inc. for any charges related to emergency care.

YYC Pet Sitters Inc. will endeavour to offer only sound, safe, and responsible care for my pet(s). However, I recognize that YYC Pet Sitters Inc. is not responsible for any unintentional errors, omissions or incorrect assertions.

Further, I am and will remain responsible for the actions of my pet(s) at all times and I hereby agree to indemnify and hold harmless YYC Pet Sitters Inc. of any and all claims of injury, expense, costs, or damages caused by the actions of my pet(s) while under YYC Pet Sitters Inc.

I understand the inherent risks of owning animals, including but not limited to the risk of bites to myself or others.

DATE: _____ PET OWNER NAME: _____

SIGNATURE: _____