



## PET SITTING AGREEMENT

Welcome to **The Zippy Zoomers Pet Sitting Service!**

Whether you're off on holiday, stuck at work, or just need a helping paw, we're here to keep your furry friend comfy, cared for, and loved in their own home. From belly rubs to mealtime routines, we treat every pet like our own — with heaps of affection and attention to detail.

Before we start wagging tails and filling food bowls, please take a moment to read the following. It helps us deliver the best possible care while keeping everyone safe, happy, and stress-free.

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### 1. Consultation & Meet and Greet

- A complimentary meet-and-greet is required before the first booking.
  - During this visit, we'll discuss routines, medical needs, behaviour, access instructions anything else you feel is important for me to know.
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### 2. Booking & Cancellations

- All bookings must be made at least 48 hours in advance.

#### **Cancellations:**

- **48+ hours** before the first visit: receive a full refund.
  - **Between 48 and 24 hours** notice: receive a partial refund.
  - Cancellations **within 24 hours** of service are non-refundable.
  - Emergency cancellations will be reviewed on a case-by-case basis.
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### 3. Pet Requirements & Behaviour

- All pets must be up-to-date on vaccinations.
- Pets must be non-aggressive and comfortable with new people.
- If your pet becomes aggressive, destructive, unmanageable or poses a safety risk during the service, we reserve the right to decline services and contact you or your emergency contact to arrange alternative care.
- You will be responsible for any damages caused by your pet to your home or others' property.

#### Extra Pets

If there are other pets in the property (apart from those we are sitting!) please state this in the “additional information” section on the booking form or contact us prior to our visit.

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#### 4. Home Safety & Access

- Clients must provide secure access (keys, codes, etc.) prior to service.
- Keys will be returned at the end of service unless otherwise agreed.
- Clients agree to provide a safe, secure, and hazard-free environment for pet care.
- The Zippy Zoomers is not responsible for damages or accidents resulting from faulty locks, unsecured areas, or pets having access to dangerous items or spaces.
- If anyone else (e.g., cleaners, family, friends) will enter the property during your absence, you must notify us in advance.

##### Access Failure

- If we are unable to access the property at the scheduled time due to client error (e.g., incorrect codes, key not left), a visit fee will still apply.
- If re-entry requires a locksmith, the client is responsible for associated costs.

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#### 5. Medical & Emergency Care

- Please inform us of any medical conditions or medications your pet requires.
- In the event of an emergency, we will attempt to contact you and your veterinarian. If unreachable, we will seek care at the nearest veterinary practice.
- The client is responsible for all veterinary costs incurred during their absence.

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#### 6. Emergency Contact

- Clients must provide at least one emergency contact (someone local if possible!) in case of urgent issues or in case we are unable to reach you.

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#### 7. Visit Times

- Visit times are approximate and may vary slightly due to traffic, emergencies, etc.
- We aim to maintain your pet's usual schedule as closely as possible.

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#### 8. Inclement Weather

- In severe weather conditions, we may adjust visit times or limit outdoor time for safety.
- If roads are impassable, we will notify you and prioritise essential visits.

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#### 9. Photos & Social Media

- We love to share pictures of your pets (with your permission)! Let us know on the booking form if you do not want your pets featured online.
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## **10. Liability**

You agree to indemnify and hold harmless The Zippy Zoomers and its staff and volunteers, from any claims, liabilities, or expenses arising from the care, custody, or control of your pet during the sitting period.

By booking our pet sitting services, you acknowledge and accept that:

- You remain the legal owner of your pet and are ultimately responsible for their behaviour, health, and safety.
- We are not liable for damages to property or injury to pets due to pre-existing conditions, lack of secure fencing, or other factors beyond our control.
- You will not hold The Zippy Zoomers, staff, volunteers, or associated persons liable for:
  - o Injuries to pets or humans (however caused)
  - o Damage to property (yours or others')
  - o Illness, stress, escape, or death of a pet during the service period.

You understand that even well-behaved pets can react unpredictably when under care by someone unfamiliar. We commit to providing compassionate, attentive care — but we cannot guarantee how a pet may respond in every situation.

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