



PET SITTING AGREEMENT

Welcome to **The Zippy Zoomers Pet Sitting & Dog Walking 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.

By signing this document, you agree to the following:

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.
- You will be sent a questionnaire to fill out prior to your booking, which allows you to write instructions for routines, medication, where to walk/avoid etc.

2. Booking & Cancellations

Booking & Payment Policy

- All bookings must be made **at least 7 days (1 week) in advance**.
- To secure your spot, a **non-refundable deposit of 50%** is required **at the time of booking** (following the meet & greet).
- The **remaining balance must be paid at least 7 days before the first scheduled visit**.
- Bookings are **not confirmed until the 50% deposit is received**.
- If full payment is not received by 7 days prior to service, the booking may be **cancelled and offered to other clients**.

Payment Plan Option:

We can offer a payment plan allowing you to pay the total booking fee in instalments up until the 7-day deadline. However, if you cancel before I have received at least 50% of

the total fee, you will still be responsible for paying the remaining balance until the 50% deposit amount has been received.

Additional Fees

Additional charges may apply for:

- **Puppies** or pets requiring special care
- **Holiday or peak period bookings**
- Pets who **cannot be left alone or require constant supervision**

Cancellation & Refund Policy

- The **50% deposit is non-refundable**.
- Cancellations made **more than 7 days before the first visit** may receive a refund of any balance paid beyond the deposit.
- Cancellations made **within 7 days of the first visit** are **non-refundable**.
- Emergency cancellations will be reviewed **on a case-by-case basis**.

3. Pet Requirements & Behaviour

- All pets must be up-to-date on vaccinations and flea/worm treatment.
- 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 service request form or contact us prior to our visit.

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 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.
 - Walks will be replaced with drop-in visits when temperatures reach 23°C+ or lower for high-risk pets (e.g. flat-nosed breeds).
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9. Photos & Social Media

- We love to share pictures of your pets (with your permission)! Let us know 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 or walking period.

By booking our pet sitting or dog walking 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.

Contact us:
Lucy Thomas
Email: Info.thezippyzoomers@gmail.com
Mobile: 07950675831
Website: <https://www.zippyzoomers.com>

YOUR SIGNATURE

DATE