

TERMS & CONDITIONS

PET SITTING



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PET SITTING AGREEMENT



1. Access to Property

The client agrees to provide Canine Compass with keys, access codes, or other necessary arrangements to access the property in order to carry out agreed services, including dog walking, pet sitting, pop-ins, pet taxi, small animal care, and puppy visits.

2. Emergency Veterinary Care

The client authorises Canine Compass to obtain any emergency veterinary care deemed necessary during the period of care. Every reasonable effort will be made to contact the client before seeking treatment. The client accepts full responsibility for all charges incurred in connection with emergency veterinary care. If the client's regular veterinarian is unavailable, Canine Compass is authorised to use an alternative licensed veterinarian.

3. Additional Expenses

The client agrees to reimburse Canine Compass for any additional costs incurred while providing emergency care. This may include extra visits, transportation, food, or supplies. Receipts will be provided for all such expenses.

4. Liability & Indemnity

In the event that the client's pet injures a pet sitter or any other person during the assignment, the client accepts sole responsibility for all medical expenses and damages arising from the incident. The client further agrees to indemnify and hold harmless Canine Compass in the event of a claim by any third party injured by their pet. The client also accepts full liability for any loss or damage caused by their pet during the assignment.

5. Concerns & Complaints

The client agrees to notify Canine Compass of any concerns, complaints, or issues within 24 hours of the service ending. Canine Compass will provide a response within 48 hours of receiving such notification.

6. Termination of Agreement

The client understands that any false, incomplete, or misleading information which compromises the safety of their pet or the pet sitter may result in the immediate termination of this agreement.

7. Pre-Assignment Visits

The client agrees to pay for a minimum of 1 introductory visits prior to the start of the pet-sitting assignment to ensure that their pet becomes familiar, safe, and comfortable with Canine Compass.

8. Disclosure of Behaviour

The client must disclose any history of aggression, behavioural issues, or tendencies that may interfere with the safe care of their pet(s). This includes, but is not limited to, biting, destructive behaviour, excessive barking, or other problematic traits. Canine Compass reserves the right to decline or terminate services if a pet is deemed unsafe to care for, or if its behaviour poses a risk to the safety of the sitter, the public, or other animals.

Canine Compass Responsibilities

9. Standard of Care & Liability

Canine Compass agrees to provide all services in a professional, reliable, and compassionate manner. The client waives any claims against Canine Compass and its employees, except in cases of proven negligence. Any such incidents must be reported to Canine Compass immediately.

10. Industry Standards

All services will be delivered in accordance with recognised pet care industry standards and relevant regulations to ensure pets are cared for to the highest possible standards.

11. Premises Security & Liability

Canine Compass accepts no responsibility for the security of the client's premises or the loss of personal property if other individuals have access to the home during the period of care. The client must inform the sitter of any third parties with access to the property. Pet sitting will be carried out solely by the owner or employees of Canine Compass, unless prior arrangements are made in writing. Canine Compass will not be held liable for theft, property damage, or injury to pets caused by other individuals accessing the property, except in cases where negligence by the sitter can be proven.

12. Off-Lead Walking

Dogs will not be walked off-lead unless the client has provided prior written consent through the introduction forms.

13. Unforeseen Circumstances

In the event that Canine Compass is unable to attend to the pet's needs due to illness or other unforeseen circumstances, the client will be notified immediately. With the client's permission, an alternative qualified sitter may be assigned to ensure continuity of care.

14. Equipment & Home Security

Canine Compass is not responsible for any damage or injury caused if a pet becomes loose or escapes due to faulty or poorly fitted equipment such as leads, collars, or harnesses. Furthermore, Canine Compass accepts no liability for pets escaping through unsecured doors, gates, windows, or other access points at the client's property.

. Outdoor Access

Canine Compass will not be held liable for any injuries, accidents, disappearance, or death of a pet that has unsupervised access to outdoor areas. The client accepts full responsibility for any risks associated with allowing their pet unsupervised access.

16. Damage to Property

It is clearly understood that Canine Compass will not be held liable or responsible for any damage to the client's property caused by the client's pet(s) during the assignment. The client confirms they have informed Canine Compass of any unsecured access points, possible escape routes, or risks within the property. Disclosure of these relieves Canine Compass of any liability in relation to damage or escape.

17. Validity & Termination of Agreement

This agreement is valid for the specific assignment only, and a new agreement must be signed for each future assignment. Canine Compass reserves the right to terminate this agreement at any time at its sole discretion. The client also reserves the right to cancel this agreement provided that one (1) month's notice is given prior to the start of the assignment.

18. CCTV & Monitoring Devices

If CCTV or internal monitoring cameras are installed within the property, the client must inform the pet sitter prior to the commencement of the assignment.

19. Property Access During Client's Absence

The client agrees to inform Canine Compass if any third parties (such as friends, family members, or workmen) are expected to access the property during the period of care, and whether such individuals are authorised to enter the premises.

20. Veterinary Notification

The client agrees to notify their veterinary practice of their absence and to provide details of the assigned pet sitter, granting authority for them to seek treatment on the client's behalf if required.

21. Duty of Care

Canine Compass is committed to providing care, attention, and affection to all pets in its charge, ensuring they are safe, comfortable, and well looked after while the client is away or at work.

22. Emergency Care

In the event of an unexpected emergency, the pet sitter will first attempt to contact the client using the telephone numbers provided in the introduction forms. The client will then provide instructions for the pet sitter to follow. If the client cannot be reached, the pet sitter will contact the emergency number listed on the forms. Should contact still not be possible, the pet sitter is authorised to transport the pet to the veterinary practice specified by the client and obtain emergency medical care. The client accepts full responsibility for all associated veterinary costs.

23. Supplies & Additional Costs

Any extra supplies required during the pet-sitting assignment (e.g., food, cleaning products, or pet care items) are the responsibility of the client. Should Canine Compass be required to purchase these supplies, the client agrees to reimburse the full cost and compensate for any additional working time incurred.

24. Deposit

A non-refundable deposit of 50% of the total booking fee is required at the time of booking to secure the assignment. The remaining balance must be paid in accordance with the payment terms set out in this agreement. No booking will be confirmed until the deposit has been received by Canine Compass.

25. Notice of Cancellation

A minimum of one (1) month's notice must be given to cancel a pet-sitting assignment. Cancellations made with less notice will require full payment to Canine Compass, as the reserved slot cannot be rebooked at short notice.

26. Key Accuracy

The client is responsible for ensuring that all keys provided to Canine Compass are correct and in working order prior to the commencement of the assignment. Clients are advised to double-check keys before handover to avoid access issues.

27. Early Return

In the event of the client returning home earlier than planned, full payment for the original booking remains due. This is to cover the slot reserved exclusively for the client.

27. Invoicing & Payment Deadlines

Invoices will be issued one month before the scheduled assignment. Payment must be made in full within three (5) days of receipt. Accepted methods of payment include bank transfer or cash, which must be received one month prior to the agreed start date.

28. Notification of CCTV & Security Systems

If CCTV or internal cameras are in use within the property, the pet sitter must be informed prior to the assignment commencing. The client must also provide clear instructions for any home security systems, including alarm codes, to ensure smooth access to the property.

29. Confidentiality & Security

Canine Compass will ensure all house keys, alarm codes, and any other personal information provided by the client are stored securely and treated with the utmost confidentiality.

30. Return of Keys & Property

All keys and personal items entrusted to Canine Compass will be returned to the client at the end of the assignment unless alternative arrangements have been agreed in advance.

Some suggestions before you leave

- 1. Make sure your contact details are correct and up to date before you leave
- 2. Inform neighbors you will be away, as well as friends and family to avoid any confusion. Leave a spare set of keys with someone you trust in case they are needed.
- 3. If you have an alarm system please make arrangements with the security company for a code and password specifically for your pet sitter to use in case of an emergency.
- 4. Please stock up on supplies before you leave including, food, medication, toys, blankets, treats, cleaning, and grooming equipment.

*Client name: _____ *Date: _____

*Your signature: _____

Canine Compass:

Pet Sitter: _____

Date: _____

Signature: _____