

Terms & conditions



Pet sitting Agreement

Client authorization & terms

1. I agree to provide keys / arrange for keys to be available for Ruff House South dog walking / pet sitting / pet taxi / Small animal care / Puppy visit arrangements.
2. I authorize Ruff House South to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize Ruff House South to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate Ruff House South for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. I agree to cover and hold harmless Ruff House South in the event of a claim by any person injured by the pet. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify Ruff House South of any concerns/complaints within 24 hours of any appointments.
6. I understand any misleading or false information may result in termination of pet sitting agreement.

7. I agree to __ number of visits before the pet sitting assignment so my pet feels safe and secure with Ruff House South.

8. I understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems which might make caring, for my pets unsafe. Ruff House South will not care for pets that imperil their safety or others.

Ruff House South Responsibilities

9. Ruff House South agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Ruff House South, its employees, or assignments, except those occurring from the negligence of the Pet sitter.

10. Ruff House South will abide by the Pet Industry standards and regulations at all times.

11. Ruff House South accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, Pet sitting will only be carried out by Ruff House South owner or employees unless prearranged with the client. We cannot be held liable for any theft or damage to your property or injury/illness to your pets unless we can be shown to be negligent.

12. Ruff House South will not let any dog off his/her leash unless the owner has given written consent.

13. If unforeseen circumstances occur when Ruff House South cannot attend to your pet's needs due to illness etc, you will be notified immediately.

14. Ruff House South is not responsible for damage sustained by a pet escaping because of a faulty leash/collar or a collar that is not properly fitted, nor will they be liable for unsecured escape routes in the client's home/garden

15. Ruff House South will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

16. It is clearly understood that Ruff House South shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care. The client has advised Ruff House South of all situations, which will relieve it of liability for damage.

17. This agreement is valid for the assignment only. A new one must be signed for each assignment. Ruff House South reserve the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice before the booked date.

18. If CCTV cameras and internal cameras are used, the Pet sitter must be made aware of these before the assignment starts.

19. The client will inform the Pet sitter if anyone is expected to be coming to the property during the client's absence, i.e. friend, workmen, and whether or not they have access to the property.

20. The client will inform their vet of their absence and give details of who is looking after their pets.

21. Ruff House South agree to love and care for your pet while you are away or at work.

Emergency care

22. In case of an emergency the pet sitter will contact the owner using the phone numbers on the introduction forms. The owner will then instruct the pet sitter of their next action. If for whatever reason the pet sitter cannot make contact with the owner the emergency number from the introduction forms will then be called. If no contact is made the pet sitter will then be authorized to transport the pet to their requested veterinarian practice and seek medical care. All costs will be covered by the owner.

23. Any extra supplies that are needed will be the responsibility of the client and Ruff House South should be reimbursed along with fee for time.

Cancellation Policy

24. One month's notice must be given for any pet sitting assignment. Anything less will require full payment to Ruff House South.

25 Full payment must still be paid regardless of any early return home by the clients.

Payment

26. Invoices will be sent one month before the agreed assignment and must be paid in full within 3 days to Ruff House South. This can be done by Zelle transfer, Venmo. Check or cash can be dropped off one month before booking.

Home Security

27. Ruff House South will keep all house keys, key codes, security codes, and any personal information from the client safe and confidential.

28. All keys and the client's personal items will be returned to the client at the end of the agreement if not agreed otherwise.

29. Client must make sure all keys provided are the correct ones before the pet sitting assignment commences.

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: _____

Ruff House South:

Pet Sitter: _____

Date: _____

Signature: _____