

# ***THE PET NANA***

## ***Pet Sitting Policies***

- 1. *Payment for Services:*** We do not expect payment until the pet sitting assignment is completed. We will leave an invoice on the last appointment date with a total amount due. You may mail the payment or contact us for other arrangements.
- 2. *Keys to your home:*** We will need access to care for your pets. We would like to have 2 keys provided at the time of booking and we will return your keys after we ensure you have returned or we can keep them on file for future visits. There is a \$5.00 charge if a visit is required to return keys. Our goal is to be available for your pet until you return home, so please let us know as soon as you have returned. You will be charged for additional visits if we must return at your scheduled time if we are not notified that you have returned home.
- 3. *Future visits:*** Client authorizes this signed contract to be valid approval for future services for any purpose provided by this contract permitting us to accept telephone reservations for service and to enter premises without additional signed contracts or written authorization.
- 4. *Severe weather:*** In the event of severe weather or natural disaster, Pet Sitter is entrusted to use best judgement in caring for pet(s) and home (unless instructed by client to do otherwise in writing). If circumstances beyond the control of Pet Sitter prohibit them from following instructions, Pet Sitter will be held harmless for consequences related to such decisions.
- 5. *Emergencies:*** In the event of personal emergency or illness of Pet Sitter, Client authorizes Pet Sitter to arrange for another qualified person to fulfill responsibilities as set forth in this contract. Client will be notified in such a case.
- 6. *Other visitors:*** We cannot be responsible for the security of your residence if other persons are allowed access to your home. For safety reasons, we must have a list of persons who have a key or access to your home.
- 7. *Food and Supplies:*** In order to maintain adequate health of your pets, we ask that you have enough food and supplies on hand to meet your pet's needs during your absence. If it is necessary for us to purchase needed supplies, we will add the amount to your final bill. Receipts will be provided for anything we purchase on your pet's behalf. This also includes items purchased to ensure the safety of your pet, such as collars, leash, etc.
- 8. *Security of Pets:*** Please inform us of any pets having a destructive tendency, or those that are prone to escape. We use common sense and make every attempt to restrict and limit bad behavior by pets. We can not be responsible for any damage done by the pet to your home, yard, or property.
- 9. *Health of Pets:*** Pet sitter is authorized to seek emergency veterinary care if needed, with release from all liabilities related to transportation, treatment, and expense. Should specified veterinarian be unavailable, Pet Sitter is authorized to engage the services of their choice.
- 10. *Reservations:*** Advanced booking is strongly encouraged to ensure availability. Unless otherwise discussed, times are not guaranteed. We will be with your pet within an hour of the scheduled time.



***THE PET NANA – CLIENT AGREEMENT***

The client herein agrees as follows:

This company and its employees agree to provide the services stated in this contract in a reliable, caring, and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against said Pet Sitter/Company except those arising from negligence or willful misconduct on the part of the Pet Sitter.

I understand that this contract also serves as an invoice and I take full responsibility for prompt payment of fees. All unanticipated times and expenses spent during responsible completion of pet care duties will be added to the final invoice. A finance charge of 15% will be added to unpaid balances after 30 days. A handling fee (\$20) will be charged for all returned checks.

**PAYMENT**

Payment for all services is due at conclusion of service in the form of cash or check (make checks payable to owner-Bettilynn Whitfield).

Mail payment to: Bettilynn Whitfield  
P.O. Box 1935  
Powder Springs, Ga. 30127.

**CANCELLATIONS**

Please notify us as soon as possible of any cancellations. Currently we are not charging for cancellations.

The fee per visit \$ \_\_\_\_\_ x (# of visits) \_\_\_\_\_, pet taxi service \$ \_\_\_\_\_ plus any assessed fees \$ \_\_\_\_\_ = Total Fee of \$ \_\_\_\_\_. Any additional visits made or services performed shall be paid for at the agreed contract rate.

Additional services & fees: \_\_\_\_\_

Account credit (referrals) -\$ \_\_\_\_\_

Final Invoice Grand total \$ \_\_\_\_\_

I have reviewed and understood this service contract and the Pet Nana policies, and agree to all terms and conditions.

CLIENT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_