HDS Service Agreement

This is an agreement for the services provided by High Desert Sitter, and its care providers (referred to as HDS from here on out).

An HDS care provider, (which has been pre-decided by the client (you) and HDS) will be providing pre-defined care services for property, and/or pets and animals on the client’s property, while they are gone.

The client has given HDS access to their property and or home.

While providing services, HDS will act within their best judgment to provide care and management of properties and animals. The clients understand this, and have hired HDS to provide these pre-defined services.

In the case of an emergency relating to property, HDS will do their best to handle basic emergencies. For anything outside their scope, they will bring in a professional. In the event of such an emergency, HDS will contact the clients and property owners as soon as possible. In the event that the client or property owner is unreachable, HDS will continue to act in the best interest of the client, consulting with professionals, if necessary. The client understands this and gives HDS permission to act within their best judgement.

In the event of an emergency relating to animals or pets, HDS will contact the client, and/or the client’s preferred veterinary, if necessary. In the event that the client is unreachable, HDS will continue to act in their best judgment and provide the best care for the pet. The client understands this and gives HDS permission to act within their best judgement. If medical attention is required, HDS will coordinate logistics for the pet to receive this care. HDS will do everything they can to make pets comfortable and safe for recovery from any and all medical procedures or emergencies while within HDS’s care.

In the case of an emergency, the clients will not hold HDS responsible. HDS will do everything in their power to control and manage the emergency situation until it is resolved, or until the clients can take over. HDS provides care, to their best ability, in the case of emergency or injury to pet or property while within HDS care, due to no actions of HDS or its care providers. Clients release HDS, and HDS care providers from any and all blame or responsibility for damages or injury that occur while HDS is contracted by the client.

In the event that an HDS representative or service provider is harmed while on the client’s property, not due to any actions of their own, HDS will notify the client within an appropriate time, and if necessary, create an incident record.

In the event that the hired HDS care provider is indisposed due to medical issues or emergency, HDS will provide a substitute care provider to fulfill services until the original care provider can resume services. HDS will contact the clients and inform them of any changes to accommodate this unexpected occurrence before the substitution is made. In the event the client is unreachable, HDS may reach out to the client’s emergency contact and or act within their best judgment to fulfill pet and property care services. HDS provides custom care, and will do its best to take in to account client preferences and animal preferences before placing a sub. The client understands that emergencies happen and in order to confirm 24/7 care for their property and or pets, HDS can and may need to provide an emergency substitute to step in and help fulfill services in the event of an emergency. HDS can provide a list of possible emergency substitutes they would use, in such an instance, for prior viewing.

Payment:
Payment in full for HDS care services is due up front upon, or before an HDS care provider’s arrival.
The client agrees to pay HDS the previously decided upon amount for services rendered.
In the event that clients cut short their need for services, HDS will not be able to refund any payment.

Safety and security are priority, and we ask clients to refrain from broadcasting their home location and absence from their property. Safety of care providers, properties and pets is essential to providing exceptional care. Due to the nature of pet and property caretaking services on private properties, its understood that HDS provides a level of security, but it is understood that HDS is not a professional security business.

HDS has permission to photograph, and video record pets and animals, for use with client correspondence, pet files, web, and social media platforms.

HDS care providers reserve the right to privacy while staying on properties and providing care services, and ask that all video cameras or recording devices be covered, turned off, removed, or deactivated inside homes/properties. Clients agree to this and will not film, record, stream, or view care providers at any time while they are providing services, and/or temporarily residing within the client’s homes.
HDS understands some clients have exterior cameras, and asks that clients please make HDS aware of the presence or locations of these cameras for the privacy of their care providers and in case of an instance where these cameras may provide help in resolving a situation.
The client(s), and HDS understand and agree.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client’s name (print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client’s name (print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HDS

Date: \_\_\_\_\_\_\_\_
Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
(Courtney Jette (Owner and operator)