This is a service agreement between High Desert Sitter (referred to as HDS) and the client represented here (Please print your name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The client has requested day time care services provided by HDS, these services may be in the form of drop-in care visits, animal outings, animal handling, routine care, basic pet related chores, meal feedings, medicine administration, maintenance training, and in home supervision.

The client understands that they are hiring HDS to provide services that most often require HDS to enter into the client’s home, and has given HDS permission and access to enter and provide services in/at their home and property. The client gives HDS permission to handle their animals, take their animals off premises in the event of adventure outing services, pet walk services, pet appointments, or an emergency…etc.

HDS staff has the right to know if and when they may be recorded; for the comfort and safety of HDS staff, please inform us of any recording devices and security cameras on your property and where they are located.

HDS agrees to fulfill services agreed upon by the client and HDS, to the best of their abilities, on the agreed upon date and time. Client agrees to pay HDS at or by the agreed upon time, for their services.

In the case of a necessary schedule change both on the part of client or HDS, both agree to give as much notice as possible. In the case of a client needing to cancel a single service within 72 hours (3 days) of the scheduled care service, HDS cannot refund the entire service fee, due to scheduling gaps, and thanks the client for understanding. HDS will do their best to reschedule the service for a later time, but the client acknowledges that their chosen or preferred service time may not be available when being rescheduled.

In the event of an emergency regarding the client’s property (pets and animals included) while HDS is present for services, the client understands HDS will act in their best judgment for the safety and health of the client’s animals, and will attempt to reach the client. If HDS cannot reach the client, and HDS deems it a serious emergency, HDS will act in their best judgment regarding having the client’s animals seen by a veterinarian. The client acknowledges this and gives HDS permission to act in their best judgment regarding emergency situations in the event the client is unreachable. HDS will then arrange and manage veterinarian care. The client agrees to cover any and all vet bills in relation to their pet’s injuries due to no fault of the HDS care provider. In the event of an accident or injury involving the client’s animals, pets, or home, due to no fault or negligence on the part of HDS or the HDS staff member providing services, the client will not hold HDS or HDS staff members responsible or liable.

In issues or emergencies regarding the client’s home property, HDS will reach out to the client, and act in their best judgment to resolve the issue until the client or designated party can take over.

In the case of HDS needing to cancel or move a scheduled service, HDS will do their best to reschedule the services as soon as possible. If the service cannot be rescheduled, HDS will refund the service payment.

In the case of HDS being indisposed due to emergency and unable to provide agreed upon services, HDS will notify the client as soon as possible of changes to the schedule and/or the sitter assigned to the client. HDS will do their best to cover the care service agreed upon with staff changes or substitute HDS care provider options. The client understands and gives HDS permission to use their best judgment in sitter alternates in covering scheduled care during an emergency. If the daytime services cannot be covered, HDS will cancel services until they can resume, offering client a full refund for the canceled services and any and all upcoming services already paid for.

Unless an end date or conclusion of services has been agreed upon, if and when the client no longer needs HDS services, HDS requires two weeks’ notice. Please give us advanced notice as we hold our schedule open for your care services! Thank you. If two weeks’ notice is not given, the client understands that they owe HDS for the services scheduled during those two weeks.

If HDS must conclude daytime care services for client, HDS will do their best to give as much notice as possible.

In the case of unusual circumstances, HDS reserves the right to terminate a service agreement with a client for any reason at any time.  
  
  
If you understand and agree, please sign your name:  
  
Pet owner/Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Secondary  
Pet owner/Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
  
  
High Desert Sitter  
Owner and Operator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_