



**OlyPets In-Home Pet Care**  
**(360) 565-5251**

INITIATION

1. We require a “Meet ‘n Greet” prior to sitting for you for the first time.
2. Should you acquire new pets or move during the times when we are not pet-sitting for you, we will need to set-up an additional “Meet ‘n Greet”.

KEYS

1. We request that our clients consider allowing us to retain a copy of their house key. Keys are securely stored and are coded for customer confidentiality. Allowing us to keep a key is very convenient for subsequent visits, especially if they are last minute. If you choose not to have us retain a key, then your key will be returned to you by mail within one week of the end of your pet sitting contract. If you would like your key picked up or returned in person a \$10.00 fee will apply each way. Alternatively, we can leave your key in an agreed upon secure, outside location upon the last visit. Please note that under the doormat is not a secure location! We will not lock the key inside the house in case there is a delay in your return and we need to get back inside to continue caring for your pets.

If you want to give us a garage door opener or similar, that is fine, but we do require an actual key in order to get to your pet in case of a power outage.

VISITS

1. Pet Sitting visits are performed seven days a week and begin at 7:00am. The latest regular visits are scheduled no later than 8:00pm. All time slots are subject to availability.
2. OlyPets In-Home Pet Care will visit your pet(s) as closely as possible to the requested times. However, if we are caring for multiple pet(s) in multiple locations, the visiting schedule may be adjusted to accommodate all of our clients’ needs. We will do our very best to visit your pet(s) at the agreed upon times.

EMERGENCIES & SAFETY

1. We request that you provide us with the name of your local veterinarian for use in the event of an emergency. If you are not able to provide us with this information or your preferred veterinary hospital is unable to accept your pet(s) for treatment, your pet(s) will be taken, in the event of a

medical problem or emergency, to Angeles Clinic for Animals at 160 South Del Guzzi Drive in Port Angeles. Their telephone number is 360-452-7686.

2. All dogs will be exercised on leashes while we are pet sitting for you.

3. During your absence, please leave your thermostat set at a temperature that is comfortable and safe for your pet(s). We suggest a temperature in the normal range for humans (68-70 degrees F). You agree that OlyPets In-Home Pet Care has the right to adjust your thermostat or perform other activities as determined by OlyPets In-Home Pet Care to help maintain the safety and health of your pet(s) in your absence.

4. In the event of inclement weather, OlyPets In-Home Pet Care has requested the contact information of someone living nearby to you. If, for some reason, OlyPets In-Home Pet Care is completely unable to reach your home for a scheduled visit due to weather, impassable roads or other incident or event, we will use this information to contact your neighbor or other persons to request assistance in caring for your pet(s). We will NOT use this information for any other purpose. Your pet(s) health and well-being is always at the forefront of our minds. Should events of this nature occur; we will also contact you to advise you of the situation and its resolution. You agree that OlyPets In-Home Pet Care has the right to make appropriate arrangements for access to your home, such as calling plumbers, electricians, locksmiths, other care-takers or others as deemed appropriate to maintain adequate access to your home and to perform pet care services. In addition, you agree to pay for these services should they become necessary.

5. We all want our pets to have the love and attention they deserve, but please be advised that if there are other people entering, leaving or living in your home while you are away, you agree that OlyPets In-Home Pet Care cannot be held liable for any incidents, problems, injuries to pets or damages to your property which may arise as a result. We request that you inform us of additional persons who may have access to your home or who may interact with your pets while we are pet sitting for you. This includes cleaning services, construction crews, repair persons, friends, family or neighbors. OlyPets In-Home Pet Care does not accept liability for the actions of other persons who may be in or around your home during pet sitting visits, regardless of whether or not they have your permission.

6. Animal behavior can be unpredictable. OlyPets In-Home Pet Care does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animal(s) or property. Furthermore, if a OlyPets In-Home Pet Care caregiver is harmed or injured by the client's animal(s), the client/owner agrees to accept full responsibility for the costs of any necessary medical attention required by the OlyPets In-Home Pet Care caregiver or by their animals. Please note that should an OlyPets In-Home Pet Care caregiver be injured for any reason by your pet or pets during pet-sitting duties, the client agrees that OlyPets In-Home Pet Care has the right to halt caregiving services immediately and to remove the animal to a safe boarding environment or to the care of your specified local contact.

7. Fenced yards are wonderful playgrounds for our dogs and allow them additional space for exercise and play. HOWEVER, NO FENCING SYSTEM IS COMPLETELY SECURE. OlyPets In-Home Pet Care does not accept responsibility or liability for client's animals that may escape from a fenced area and become lost or injured, fatally or otherwise. This includes electronic, metal, wood or any

other imaginable kind of fence or fencing material. Further, the client agrees that OlyPets In-Home Pet Care shall not be held liable for loss of a pet or pets should they escape from any confined area and become lost or unrecoverable. OlyPets In-Home Pet Care reserves the right to determine the serviceability of any and all fencing efforts on the part of clients and adjust methods of exercising pets accordingly.

8. OlyPets In-Home Pet Care will purchase pet food, litter or other supplies and equipment as necessary for the appropriate care and feeding of your pet(s), should this become necessary. You agree to reimburse OlyPets In-Home Pet Care for these purchases when they are invoiced and accompanied by an original or photocopy of purchase receipts. You also agree to pay a \$15 trip fee for travel to purchase needed supplies.

#### WHEN PLANS CHANGE

1. It is not unusual for plans to change at the last minute or while you are away. In using OlyPets In-Home Pet Care, you agree to notify us as soon as possible of changes or delays in your travel (or other) plans using whatever means you are able to access (including but not necessarily limited to regular telephone lines, cell or public telephone, Internet Café or airplane telephone, telegraph, email or any other conceivable means of direct or indirect (through other people) communication with us).

#### CONFIRMATION OF RETURN HOME

1. No news is NOT good news!! In using OlyPets In-Home Pet Care for your pet care needs, you agree to telephone or contact OlyPets In-Home Pet Care as soon as you return home, regardless of the time of day or night to assure us that an appropriate transfer of pet care has occurred. Calls or texts received while you are still on the road or in transit DO NOT COUNT! Accidents and other unfortunate events can (and do!) happen when you are close to home, but not actually there to complete the transfer of pet-care responsibility. If we do not hear from you, we will continue to care for your pet(s) on the pre-arranged schedule and at the agreed upon rate, until we make contact.

#### PAYMENTS

1. OlyPets In-Home Pet Care accepts cash, checks and money orders in payment for services. We will require prepayment for your initial service. For our established clients, we will typically leave an invoice at your home at the conclusion of each Pet Sitting period. All charges are due upon receipt by you, which is the last date for the current pet sitting. **Please make your checks payable to: Kelly Manning.** We assess (and you agree to pay) a \$30.00 fee for returned checks, each time the check is returned to us. Payment is considered late if not received within 5 days of the last date of the current pet sitting period. Further, you agree to assume all legal and court costs should OlyPets In-Home Pet Care find it necessary to pursue you through the legal system for payment of services and/or any other related charges.

Client Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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