



Lap of Luxury

Premium Pet Sitting Services

Service Agreement

1. Visit Length and Arrival Times: Visit length may vary 5 minutes longer or shorter from the scheduled amount of time. The visit length starts when the sitter gains entry and ends when the sitter secures your home. All entry/exit time is a part of your scheduled visit length. Visit arrival will vary within the scheduled 2-hour window. More specific arrival times will be honored when possible but are never guaranteed.

2. Online Profile is Required: The online profile will be set up initially by Lap of Luxury and it is the responsibility of the client to provide ALL information needed for the care of pets and home via the Time to Pet Online profile. It is the sole responsibility of the client to keep the information in the online profile up to date and accurate at all times.

3. Timecard: Each client is provided with a pet-sitting/dog-walking time-card after each visit or walk. The date, arrival, & departure times will be recorded for each service as well as important visit details. Client agrees to notify Lap of Luxury of any concerns within 24 hours of completion of services.

4. Service Providers: Pet Sitting services are provided by Ashten Ntewak only. NO OUTSIDE PETS OR NON Lap of Luxury employees are allowed to be brought on client property at any time. Please tell us immediately if you feel this has occurred.

5. New Client Meetings & Key Pick up/drop offs: New clients receive one FREE 15 - 30 minute meeting with their pet sitter. Free meetings must be scheduled at least 24 hours in advance. If the new client meeting is scheduled with less than 24 hours notice payment of \$15 is required. A key lock box can be provided if you do not already have one. Combination door locks are ideal.

Additional meetings will cost \$30 per 30 minutes, \$45 per 45 minutes, etc.

6. Scheduling Services: To request services please visit the [Lap of Luxury](#) website and log in to the *Time to Pet* Online System in the **Services** section and “request visits”. You can also email info@petlapofluxury.com, or call/text 780-604-5259. Services are NOT booked until you receive confirmation via call, text or email saying your services have been booked. Once services are booked as requested all payment & cancellation policies apply.



7. Home Entry:

Lock Box: We recommend all clients provide a lock box on your property with two tested keys as your primary means of entry. We recommend that you place your lock box at a side or back entry or other area that is not visible from the street. It is the client's responsibility to keep the online profile updated with the lock box code and location and to make sure the two tested keys are in the lockbox for all services. Please make sure the lockbox can be safely accessed during snowy/icy weather. Do not give your lock box information to anyone other than your Lap of Luxury secure online profile. Please have your lock box and keys ready for testing at your new client meeting. If you choose not to use a Lock Box in favor of a coded entry door, please be aware this is at your own risk and responsibility. If your coded entry does not work due to either a dead battery or worn-out lock, we will be unable to complete your pet visit. Please see the locksmith waiver in the appendix.

Alternate Primary Entry: If you do not wish to provide a lock box we can collect and test two keys that will be kept in an office for as long as you remain a client. Please be aware that we must have your keys in our possession before we can book any services for you. Also, we may not be able to accommodate the service request submitted with less than a full week's notice if keys in our possession are required for entry. If you need your keys returned to you at anytime, you can schedule a free appointment to pick up your keys. If you need to provide new keys to us at anytime you can schedule a free appointment to drop off your keys to the office.

Secondary Entry: All clients may provide a secondary entry method. This should be an onsite entry method such as a coded entry and/or a hidden key on your property that can be easily accessed during snowy/icy weather. If you wish, we can retain keys in our office as an emergency back up but please be aware that if we cannot gain entry with the onsite methods it may take up to 1 business day to retrieve your key from the office and get to your home. Please have a trusted friend or neighbor listed in your online profile that can gain access to your home to check on your pets in an emergency.

Initials _____

8. Household Emergencies: Please provide the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters, heating and air units, etc.



9. Additional Pet Care Assistance and Other Scheduled Services: Lap of Luxury is not responsible for other persons in your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours. It is understood that the client will notify anyone with access to the home that the services of Lap of Luxury have been engaged.

Unexpected guest will be asked to leave; the police will be notified if they do not comply. If people are entering your home other than Lap of Luxury we cannot be held responsible for the loss, injury, or death of your pets. Lap of Luxury will also NOT be held responsible for any damage to your home or theft that occurs if anyone other than Lap of Luxury is entering your home or property.

Initials _____

10. Pet Guardianship: In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you. (If this person is NOT your emergency contact please advise). We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing the guardian(s) of your pet(s).

11. Medication/Vaccinations/Immunizations: Lap of Luxury will attempt to administer medications as directed but is not liable for complications that arise as a result.

Lap of Luxury will not provide service for any pet that has any form of active contagious illness. Lap of Luxury requires that all pets have the necessary vaccinations and immunizations required by law before service begins. **(Rabies, canine distemper, hepatitis/adenovirus and parvovirus for dogs. Rabies, feline distemper, viral rhinotracheitis, calicivirus for cats).** We may require proof of up-to-date rabies vaccination.

12. Injury of Lap of Luxury Employee: It is the client's responsibility to disclose all previous bite, aggression, and health history of their pets. It is also the client's responsibility to disclose ALL possible safety hazards in and around their home. If a pet care provider of Lap of Luxury is bitten or exposed to any disease or ailment received from the client's pet(s) the client will be responsible for all costs and damages that may be incurred as a result. This includes the owner of Lap of Luxury, employees, and independent contractors. It is the client's responsibility to provide a safe and hazard free environment for pet caregivers as well as their pets.

Initials _____



13. Pet Waste: Lap of Luxury will properly dispose of your pet(s) waste. We do request however, that you indicate where you would like waste disposed of. It is the client's responsibility to provide a clean waste free yard upon the arrival of Lap of Luxury. We do not clean waste in the yard present prior to our arrival, nor can we walk or play with your pet in a waste filled yard.

14. Collars/Leashes: Please provide secure collars with appropriate tags for all visits. If possible, provide a secure easy walk harness and a short sturdy leash with a handle close to your pet. **Initial below to give permission if you would like your pet to be leash walked off of your property.** Leash walk time is at the discretion of Lap of Luxury, based on the visit length scheduled, your pet's behavior, appropriate leash and harness being provided, and the weather conditions.

Initials _____

15. Fences: Lap of Luxury does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area. This includes electronic, wood, metal or any other type of fence. The use of invisible fences is at the risk of the client. Lap of Luxury is not responsible for any injury, loss, or death of your pet that results from us being instructed to use an invisible fence. NO pets will be left by Lap of Luxury unsupervised during the visit in an invisible fence or tied in the yard. If friends or neighbors visiting your pet leave your pet in an invisible fence or tied in your yard Lap of Luxury is NOT responsible for any injury, loss, or death of your pet that may occur.

16. Other Animal Interactions: We will do our best to keep interaction with stray or strange animals to a minimum. Please notify us if your dog is allowed to interact with any other specific known dogs in your neighborhood while we are leash walking.

17. House Cleanliness: Lap of Luxury will clean up after your pets to the best of our ability. Lap of Luxury is not responsible for carpet/flooring stains created by your pet(s). If necessary, I have plastic bags, cleaning products, paper towels, and trash bags. If there are accidents above and beyond the normal amount there will be a cleaning fee of \$60/hour.

18. Thermostats: Please leave your thermostat settings within a normal comfortable range. 13 - 24 degrees Celsius for cats and dogs is appropriate. If the house temperature is outside of this range, Lap of Luxury will adjust the thermostat to ensure the health and comfort of your pet(s). Please make sure all air conditioning and heating units are in good working order and leave instructions for use. ***Please leave information for whom to contact if the heating/air conditioning malfunctions.***



19. Client Communication: Please contact Lap of Luxury by calling 780-604-5259, logging in to the secure online system, Time to Pet, or by emailing the office info@petlapofluxury.com. All questions, issues, and schedule changes of any kind must be communicated directly with the office.

Our regular office hours are Monday through Friday from 10 am to 6 pm, Saturday 9am – 12pm. During this time Lap of Luxury processes online requests/emails and answers/returns phone calls. Outside of this time communications are monitored for **Major Emergencies only**.

20. Photos or Videos of your pet may be used by Lap of Luxury for advertising purposes: On the website, social media, emails, or printed advertisement. If you DO NOT wish your pets photos and or videos to be used, please notify us and we will make note of it in your profile.

21. Privacy Policy: Your information will be kept private and confidential. Lap of Luxury highly respects our clients entrusting us with the care of their home and pets. Information will not be shared unless requested in writing by the client or by subpoena of law enforcement agencies.

22. Rates: Lap of Luxury reserves the right to change our service rates at any time.

23. Visit Rules: Lap of Luxury requires a minimum of *once per day visits* for cats in our care and *three visits per day* for dogs in our care if the client will be gone for the entire day & night, 24 hours. Overnight stays are 12 hours long that start between 7pm and 8pm and end 12 hours later the following day. Access to a clean bedroom and bathroom be provided to the pet sitter while staying overnight.

We have the right to decline service at anytime if we feel that an adequate schedule has not been booked to allow for pet care that is in line with the standards of Lap of Luxury.

We have the right to decline service with regards to aggressive behaviour towards Lap of Luxury employees. If your pet is exhibiting aggression and we do not feel comfortable going into the home and interacting with your pet, we can decline service.

Initials _____



24. Damage to Client Property: Lap of Luxury is NOT responsible for any damage done to client's property by the pets. If your Pet Sitter damages something in your home, please report it to the Lap of Luxury office immediately. We require that an invoice, receipt, or estimate for repairs be provided to us within 30 days of the incident.

We will provide a credit to your Lap of Luxury account that will apply to any future services booked. Any damage claims over \$500 or requiring refund or payment to the client will be processed by our insurance company. This will also apply if the sitter was unaware of the damage that occurred.

Initials _____

25. Unforeseen Purchases or Vet Emergencies: It is the client's responsibility to provide all needed food and supplies for your pets. If we need to purchase supplies, you will be billed for such supplies and the time/gas involved for us to gather such supplies. One veterinary trip totaling no more than 1 hour of our time may be included with service at no extra cost if needed. Additional time will be billed at the cost of \$40 per hour.

26. Inclement Weather: Lap of Luxury uses the best judgment in caring for your pets(s) and home at the time of inclement weather. Lap of Luxury will try to carry out your instructions to the best of our ability. We will notify you promptly of any changes to the booking. If you are not available, we will call your emergency contact.

Initials _____

27. Snow and Ice Removal: All snow and ice removal are the responsibility of the client **unless they have requested these services and have provided the sitter the necessary equipment and instructions.** NO refunds or credits will be given if we are unable to reach your home due to a substantial amount of snow or ice build up. Your emergency contact person will be notified.

The client is responsible for any injury that may occur to Lap of Luxury owner or employees due to improper snow and ice removal. The client is responsible for any injury that may occur to their pets, or any house soiling or damage that may occur due to improper snow and ice removal.

Please provide shovels and ice melt at all entrances or exits Lap of Luxury will be required to use.

Initials _____



28. Cancellations: To submit a cancellation please visit our website and login to the secure online system, select the appropriate dates on the home screen, and press, “cancel” on the services needing cancellation. If you are not able to log in please call 780-604-5259 or email info@petlapofluxury.com and leave a specific message to submit your cancellation. Services are NOT cancelled until you receive notice via email/text or call that your “services have been canceled as requested.”

29. Payment: We accept e-transfer and cash. For new clients, a deposit of 50% of the payment is due PRIOR to the start of services. Services WILL NOT be provided if the deposit is not received prior to the start of services. For returning clients full payment is due before the start date of the service.

Please e-transfer to: info@petlapofluxury.com

Refunds: If services are cancelled after payment has been made your account will be credited towards future services.

We may amend this service agreement at our discretion. The most up-to-date version will be posted on the Lap of Luxury website for you to view. It will be your responsibility to review the agreement when changes have been made.

I have read the above terms and conditions. I know, understand, and agree to all terms stated above. By signing below, I am accepting this document as a contractual agreement.

Client Name (Printed)

Pet(s) Name

Client Signature

Date _____



Locksmith Waiver

I, _____, expressly give Lap of Luxury the authority to employ a locksmith on their behalf and to pay for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.

Signature: _____

Date: _____



Veterinary Release Form

I authorize Lap of Luxury and its employees to make all arrangements while the pet is under their care, including arranging for any Veterinarian consultations, treatments and diagnostic procedures which in their judgement are necessary for my pet's well-being and medical needs.

Initials _____

I consent to Lap of Luxury forwarding my emergency contact information left by me to the attending Veterinarian caring for the Pet.

Initials _____

I agree to be fully responsible for all costs, including veterinary expenses, while my pet is under Lap of Luxury's care and agree to fully reimburse Lap of Luxury for all costs it incurs in attending to my pet's medical and emergency needs.

If my pet requires emergency care at a clinic and any Veterinary services or procedures, I authorize Lap of Luxury to incur those expenses and charge directly my credit card without further permission to a maximum of \$_____. I agree to pay all further and additional charges in full when I settle my account after the booking has been completed.

Initials _____

Name (Printed): _____

Pet(s) Name: _____

Signature: _____ Date: _____