



Christine Getz - Pet Caregiver
403.874.9850 | christine@pawmates.ca

Current Services, Rates & Policies

Thank you for considering Pawmates to care for your pets and home!

Pawmates provides all pet care services in the comfort of your own home so there is no need to take your pets to another home or a boarding facility while you are away. For many pets, this means a more comfortable and less stressful experience where they can stay in their familiar environment and maintain their daily feeding, sleeping and play routines.

Pawmates is based out of the Calgary, AB community of Cranston SE and provides once-a-day pet and house sitting visits to those living in the following SE Calgary communities: Cranston, Mckenzie Lake, Mckenzie Towne, Douglasdale, New Brighton, Copperfield, Mahogany, Auburn Bay, Chaparral, Walden, Legacy, Sundance and Midnapore.

Daily Pet Sitting: While you are away from home, Pawmates will come to your home once a day for up to 40 minutes per visit to care for your pets and ensure their health and well-being along with the security of your home. Currently, Pawmates provides pet sitting for cats and small animals including bunnies, guinea pigs, hamsters, chinchillas, birds, fish and reptiles. Pawmates does not currently offer dog sitting services, with the exception of once daily weekday potty breaks.

All pet sitting visits include: feeding, fresh water, washing of pet dishes, litter scooping/ litter change if needed, medication administration, brushing if required, basic enclosure cleaning and lots of love and play time! In addition, Pawmates will provide basic home care tasks including watering plants, taking in mail, taking out trash, and alternating blinds and lights if requested. Please provide all needed food and supplies for the full time of services as there will be an additional charge if items need to be purchased.

Rates for daily pet sitting visits begin at \$25 for a 40 minute visit, with an additional \$5 per pet over two pets (not including fish). Please contact us to discuss rates for visits over 40 minutes.

Weekday Potty Breaks and Play Time for Dogs: Pawmates will come to your home to let your dogs outside for a potty break and to play, stretch their legs and get some fresh air. During each 40 minute visit we will also scoop up any pet messes made, refresh food and water or give snacks if needed and provide love, attention and play time. Potty breaks are available Monday to Fridays in the following communities: Cranston, Mckenzie Lake, Mckenzie Towne and Auburn Bay.

Rates for potty breaks begin at \$25 per 40 minute visit.

House Sitting/Plant Care: If you don't have any pets at home but need someone to care for your plants and/or home while you are away, Pawmates can provide daily visits to ensure the safety and maintenance of your home including watering all indoor and outdoor plants based on your instructions, taking in newspapers and mail, alternating lights and blinds, putting out/taking in garbage and recycling bins and other tasks as needed. Snow shovelling is available for an extra \$5-10 per visit based on home size (please provide your own shovel).

Rates for house sitting/plant care begin at \$25 for an up to 40 minute visit.

Services Not Currently Offered: Unfortunately, Pawmates is currently unable to offer overnight pet sitting, dog walking services, or multiple daily visits.

Please note: All pet and house sitting bookings are made in two-hour windows (i.e. your pet's visit will take place between 1-3 pm) to account for travel time and visits that may run longer than usual. An additional \$10 per visit Holiday Rate applies to all visits on the following dates: Christmas Eve, Christmas Day, New Years Eve, New Years Day, Thanksgiving and Easter Sunday.

Pawmates Policies

Services Contract: To ensure the safety and well-being of your pets and home, Pawmates requires all new clients to complete the attached Services Contract and Pet Information Sheet on each pet in your home prior to the start of services.

Initial Consultation: Pawmates requires an initial Meet & Greet consultation with all new clients and your pets prior to the start of services to ensure our services are a good match for you and your pets. During the consultation, we will review your pets' care, arrange payment or downpayment and arrange for key exchange either at that time or at another time (please see below for rates for key pick-ups and drop-offs). This is a free visit and generally takes around 45 minutes to an hour.

If you decide not to use Pawmates' services during the consultation, under no case are you obligated to sign the Services Contract, exchange keys or to pay for service at the initial consultation; however, should subsequent visits be required to pick up keys, contracts or payment a \$15 fee per visit will apply. Pawmates also reserves the right to refuse service to a client during/after the initial consultation and before the start of services in which case a full refund will be issued if payment has been made.

Key Policy: Pawmates requires a copy of all needed keys and/or security codes to access your home and pets. Keys may be exchanged at the initial meet & greet or picked-up/dropped off at another time. Following initial services, keys may be left in the care of Pawmates in a locked filing cabinet for future visits or returned to you. Key pick-ups and drop-offs will each be subject to a \$15 fee to cover time and gas expenses. Keys may also be dropped off or picked-up to/from Christine at her home mailbox in Cranston (please contact Christine to arrange this).

Booking Requests: We highly recommend requesting and booking services with as much advance notice as possible to ensure availability. Pawmates will always do our best to accommodate short-notice requests pending availability, however please be advised all new clients will need to have an initial consultation and complete a services contract and pet information sheet(s) prior to the start of services so please allow adequate time for this.

Payment & Cancellation Policy: A minimum 50% downpayment is due at the time of booking for all services, with the remainder to be paid either prior to services or within one week of the end of services. For services that occur on a regular basis, we require 50% downpayment for the first month of service, followed by full payment within the first week of each month moving forward. Unpaid invoices will be subject to a 5% interest fee per week. Weekly/on-going services may be paid on a weekly, bi-weekly or monthly basis.

Pawmates accepts e-transfer, cash or cheque (please make cheques payable to Christine Getz and e-transfer to [**csgetz@gmail.com**](mailto:csgetz@gmail.com)).



Christine Getz - Pet-Sitter
403.874.9850 | christine@pawmates.ca

Pet and House Sitting Contract, Pet Info and Veterinary Care Release Form

Thank you for choosing Pawmates to care for your pets and/or home! The following information will help ensure Pawmates is able to provide the best care and attention for your pets and home while you are away.

This contract and the following information is for pet sitting, house sitting, and/or potty break services provided by Pawmates (Christine Getz) from _____
(date/time) to _____ (date/time) at the rate of \$25 per visit.

Visits will be provided: Daily between _____ (preferred 2-hour window of time).

All pet and house sitting visits include: feeding and food/water change, washing and drying of pet dishes and feeding areas, litter box scooping and refilling, basic grooming if requested (brushing, eye or bum wiping, etc.), supervised outside bathroom time in a fenced-in area for dogs, basic enclosure cleaning for small animals, play time and cuddles, along with a daily pet update and picture by text or e-mail (if desired), basic home upkeep and security check including bringing in mail, watering plants, alternating blinds and cleaning any pet messes. Additional services including thorough enclosure cleaning and/or snow shovelling can be provided at an additional charge, please outline additional services if needed here:

Please provide all needed food, food & water dishes, medications, bedding, toys, waste disposal bags and preferred cleaning supplies for possible pet accidents for your pets during your time away. Additional charges may be incurred if any of these items need to be purchased while you are away.

Pet/Home Owner Information

Your First and Last Name(s):

Home Address:

Telephone Home:

Cell(s):

Work/Other:

Email(s):

Preferred contact method:

Owner Contact information while away from home (if applicable)

Hotel/Residence/Address:

Telephone #s:

Will you be reachable by cell phone while away: Y / N

Veterinarian

Name and Address:

Telephone:

Emergency Vet (if different):

Veterinary Care Release

In the event of an illness or medical emergency, Pawmates will attempt to contact me (the Owner) for instructions prior to seeking veterinary care. If I cannot be reached, I, _____ (pet owner) hereby give Pawmates (Christine Getz) my permission to take my pet/s to the above-mentioned veterinarian or to the closest open facility if the primary vet is not available. I give permission for the veterinarian to administer any care or medications necessary, up to \$_____ (monetary amount) and will assume full responsibility for this and any other agreed upon payments. I waive Pawmates of liability for any injury/death caused to my pet(s) due to my refusal or inability to approve of further veterinary services if needed.

Owner's Emergency Contact(s): Please choose someone you trust to make decisions regarding your pets/home if Pawmates is unable to reach you. We suggest one of your emergency contacts be someone with access to your home in the event of a weather emergency where Pawmates is unable to access your home. If you do not provide an emergency contact, you give permission for Pawmates to make any needed decisions regarding your pets/home care in the event we are unable to reach you.

Name:

Telephone #s:

Have key/Access to House: Y / N

Name:

Telephone #s:

Have key/Access to House: Y / N

Other persons with access to home during time away e.g. landlord, cleaning service, family members etc.:

Photo Permission for Social Media/Website

I give permission for photos and/or videos of my pet(s) and their name(s) to be posted to Pawmates social media accounts and/or on the website www.pawmates.ca:

Yes:_____ No:_____

Pet Information (please attach additional sheets if needed for more than two pets)

Pet Name:

Species & Breed (if known):

Age:

(☐)Male (☐)Female Spayed or Neutered: Y / N

Tattooed or Microchipped: Y / N

Vaccinations and licenses as required by law are current: Y / N

Pet currently has or has had within the last year, a Communicable Disease or Parasite (i.e. parvo, distemper, fleas, ringworm): Y / N

Notable Medical Conditions, Allergies, Phobias etc.:

MEDICATIONS (please attach a detailed list of medications, dosing schedule and administration instructions if pet requires more than one medication daily)

Name:

Dosage and Schedule:

How to Administer:

FEEDING

Free-feeding: Y / N Free-feeding food: _____ and/or:

AM: Name of Food: _____ Size of Portion: _____

PM: Name of Food: _____ Size of Portion: _____

Name of Treats Allowed: _____ Frequency/Amount: _____

Location of food/treats: _____ Location of bowls: _____

Additional feeding instructions:

GENERAL INFORMATION

For cats: Location of litter box(es) in home:

Has your pet ever attacked/bitten a person or other animal:

Things your pet likes:

Things your pet dislikes:

Favorite hiding place(s):

Favorite toy(s):

Restricted areas/furniture:

Additional information/instructions (feel free to attached additional sheets if needed):

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Species & Breed (if known):

Age:

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Favorite hiding place(s):

Favorite toy(s):

Restricted areas/furniture:

Additional information/instructions (feel free to attach additional sheets if needed):

HOME INFORMATION: *Please provide a tested and working copy of all needed house keys to Christine prior to the first visit. Keys may be left securely with Pawmates for future visits, or picked-up/dropped-off to you for a \$15 fee per visit.

Alarm system: Y / N (if yes please provide code and instructions prior to first visit)

Garbage/recycling pick-up day and bin location:

Fire extinguisher locations:

Location of electrical panel/main water valve:

Location of cleaning supplies for pet messes/accidents:

Plant watering schedule & amount if applicable:

PET UPDATES: Please select how frequently you would like updates on your pets & home and the preferred contact method: Daily____ Every 2-3 days____ Weekly____ Other:_____ By: Email____ Text____ Written note (weekly/ongoing visits only)____ or Other: _____ (Pawmates will automatically send you email or text updates every 2-3 days if no preference is selected)

Payment, Cancellation & Severe Weather Policies

- 1) **Payment & Cancellation Policy:** A minimum 50% downpayment is due at the time of booking for all services. Cancellations of these services made prior to one week ahead of service will receive a 100% refund while those made without minimum one week's notice will be subject to a 50% cancellation fee. Remaining payment for services will be invoiced upon your return to be paid within one week. Unpaid invoices will be subject to a 5% interest fee per week. On-going services may be paid on a weekly, bi-weekly or monthly basis. Pawmates can accept e-transfer, cash or cheque (please make cheques payable to Christine Getz and e-transfer to csgetz@gmail.com).
- 2) **Severe Weather/Emergency Policy:** In the event of severe weather or an emergency such as a blizzard, flood or fire that makes accessing your home and pets dangerous or impossible while services are being provided, Pawmates will always attempt to access your home to ensure your pets' safety and to provide care. However if an evacuation of your home is required by local authorities, or if Pawmates is unable to access your home due to dangerous conditions or the instructions of local authorities, we will contact you immediately (or your emergency contact if we are unable to reach you) and follow your/their instructions to the best of our ability. If we are unable to reach you or your emergency contacts, you agree to allow Pawmates to make any needed decisions regarding your pets' care including evacuating and/or boarding your pets when possible and to pay any related costs and boarding fees incurred. Please note short term severe conditions such as a blizzard that temporarily closes roadways may result in visits being missed or pushed back, however we will always visit your pets as soon as it is safe to do so (or if you have provided someone nearby your home as an emergency contact we will contact them to arrange for an emergency check-in in such a situation).

Signatures & Terms of Contract

I, the owner(s) of the above listed pet(s) warrant that all the information contained herein is true and correct to the best of my knowledge. I authorize this contract to be valid approval for future services so as to permit Pawmates (Christine Getz) to accept my reservations and enter my premises on dates of future reservations without additional signed contracts or written authorizations.

As the Pet Owner(s), I also agree to the following terms of the pet sitting service contract:

- 1) For pet sitting services, Owner agrees to notify Christine Getz (Pet Sitter) within 24 hours of returning home for daily visits, and to notify Pet Sitter in the event Owner is delayed or early returning home. Owner further agrees to pay for any additional visits required if delayed or any visits made if not notified of the Owner returning home early.
- 2) Owner agrees to communicate in writing any needed changes or updates to the Pet Sitting Contract/Pet Information.
- 3) If anyone other than Pet Sitter will be entering Owner's premises while it is under the care of Pet Sitter and/or if Owner has another person(s) sharing in the care of Owner's pet(s), Owner agrees to release Pet Sitter from any liability for the injury, disappearance, or death of any pet, as well as any property damage that may occur, unless caused by negligence on the part of the Pet Sitter.
- 4) Owner agrees Pet Sitter is not liable for injury to, or loss of, any pets permitted by the Owner access to a doggie door/cat flap, or permitted outside of the house off leash or unattended.
- 5) Owner agrees that Pet Sitter shall not be held responsible for any damage to Owner's accessible pets or property, or that of others if allowed outside unattended, caused by Owner's pet(s) during the period in which they are in the care of Pet Sitter.
- 6) In the event of personal emergency, illness, or injury on the part of the Pet Sitter, or in the event Owner is delayed and Pet Sitter is unable to complete additional visits beyond the agreed upon service dates, or if Owner's home is deemed unsafe/a health risk during the contracted service period, Owner authorizes Pet Sitter to arrange for another party to fulfill the responsibilities set forth by the Owner and agrees to pay any associated costs.
- 7) Owner agrees to notify the Pet Sitter of any past or current behavioural concerns or aggression. Should Pet Sitter be bitten or otherwise injured by the Owner's pet, Owner agrees to pay for any needed medical costs and damages incurred due to such injury.

Owner's Signature: _____ Date: _____

Pet Sitter's Signature: _____ Date: _____