

Animal Sitter and Caretaker

Service Policies

Please read carefully and ask if you have any questions or require clarification.

1. New clients are required to make a 50% deposit before services begin. Payment in full guarantees your reservation dates.
2. All rates provided are subject to an additional 4% service tax to be included in total fees.
3. Odette Rickert accepts cash, check, or money orders. A \$35 charge will be added to your bill for each check returned. Payments not paid as agreed upon and paid in full within 30 days will be charged an interest rate of 5% per month.
4. The Holiday Period commences on November 21 and ends on January 2. To guarantee visits for your pet during the Holiday Period, a non-refundable deposit of \$25.00 is required.
5. Rates are reviewed once a year and any increase or decrease will take effect on the first day of February.
6. Business hours are from 9:00 am to 10:00 pm, daily, for routine care.
7. House sitting hours on final day end at 2:00 pm. If services are requested after that time, per-hour fees will be applied up to the end time of the final service.
8. 24 hour notice is required for cancellation of any scheduled pet sitting visit. Cancellation of daily dog walks must be made by 8:00 am that day.
9. All cancellations or requests for visits made within 24 hours of a scheduled visit must be made by telephone only.
10. It is your responsibility to provide all equipment needed for dog walking, cat play, horse walking, lunging, and riding, and stable and/or paddock mucking out, animal grooming, as well as fresh animal quarters bedding and towels to wipe wet animals after being outdoors.
11. Daily dog walking and horse exercising are not available on: New Year's Day, Independence Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
12. Due to liability reasons, Odette Rickert cannot share pet sitting or horse care responsibilities with anyone, unless a waiver of liability is signed.
13. In house sitting situations, it is your responsibility to leave your refrigerator free of uneaten food that could perish during your absence and to leave ample room in the refrigerator for Odette Rickert's food supply upon your departure. Odette Rickert is not responsible for cleaning out rotten food or eating leftover food so that it does not spoil.

14. Please inform Odette Rickert if any person(s) have access to your home or horse while you are away, including any maid/cleaning service, contractors, farriers, veterinarians, stable hands, etc.
15. For Odette Rickert's safety, the safety of your home, your horse, and your stabling facilities, appropriate authorities will be notified upon finding anyone in your home or stable or anyone exercising, riding, treating, trailering, or shoeing your horse, unless otherwise specified by you.
16. It is your responsibility to "pet-proof" all areas of your home where your pet has access, and to horse-proof your horse's stabling quarters. This includes investigating fences, gates, latches, bedroom doors, etc. Odette Rickert will not be held liable for any injuries that your pet or horse suffers due to unsafe conditions in your home, on your property, at your horse's stabling facility.
17. For the well-being of your pet or horse, please notify Odette Rickert of your expected home arrival time. If a phone call is not received within 12 hours of your expected arrival, I will make an attempt to contact you. If I cannot reach you, I will need to make a visit to check on your pet. Additional charges will apply for such extra visits.
18. If you arrive home early please contact Odette Rickert as soon as possible to avoid being charged for an unnecessary visit. Please contact me at least 24 hours prior to your early arrival affecting any scheduled visits.
19. Emails are not checked on Saturdays, Sundays and major holidays. If you need assistance, please call 808-933-2777 or 408-406-9460 (cell).
20. For the safety of all involved, your pet must remain on its leash at all times during dog walks. Horse turnout for a free run in an arena is not a provided service.
21. Odette Rickert will not be held liable for any free-roaming outdoor pets (i.e., cats) in the event of illness, injury, loss, or death.
22. In case of extreme weather conditions I will get to your pet as soon as it is safely possible.
23. In the event of a personal situation, illness, or injury to me, I will arrange to have another qualified individual fulfill the responsibilities set forth in our Agreement or you may make your own arrangements for the care of your pet in my absence. In either event, I will notify you as soon as possible.
24. After one year of inactivity, your spare key will be returned or discarded.
25. Any information you provide to Odette Rickert is considered private and confidential and will never be shared with anyone without your permission.
26. Odette Rickert reserves the right to refuse service and to discontinue service at any time.
27. Odette Rickert reserves the right to make changes to these policies at any time.

I have reviewed these policies and understand and agree to the policies presented on this form.

Date: _____

Client: _____