



Contract for Wiggly & Co

The parties herein agree to the following Terms & Conditions as laid out below:

1) A minimum deposit of 50% of the total cost of the pet sit is due upon confirmation of the booking and the remaining 50% is to be paid on the agreed upon end date. A quote will be supplied to the client upon confirmation of confirmed House and Pet Sitting. No Job/ Date(s) will be secured unless a deposit is made.

Meet and greet for new clients– this is required to introduce myself Melanie (Owner of WIGGLY & CO), to get to know your fur babies and get all additional information required.

A) Please supply all information of your pets:

- Type of Pet
- Amount of Pets
- Breed, Sex and Age,
- Number of feeds per day
- Feeding times
- Allergies, medications and any disturbances your animals may have i.e. Separation, Anxiety, Aggressive behaviour etc.

B) Supply all information of your house if it's a stay in service:

- Departure and Return time on Dates,
- Who has access to your property,
- Days and times of any cleaning or gardening services,
- Emergency Contact,
- Alarm system,
- Solar System,
- Wi-Fi

C) Meet and Greet:

- Meet and Greet of Pet Sitter – this is when Melanie is not the Pet Sitter for your Contract.
- Meet and Greet will be set up between the Client, Melanie and appointed Pet Sitter.
- Meet and Greets are charged R100 for, if the client is not within a 5km radius of 19th Street Parkhurst,

- If the Client does not require a Meet and Greet with Pet Sitter, this option is available.
- Please note, Melanie will do Entrance and Exit of ALL Pet Sitter jobs.
- Keys will be given directly to Melanie and a Hand Over will be done with Pet Sitter.
- Key Hand Over will happen on day of and end of Contract.
- Key Hand over back to Client from Melanie on day of arrival unless otherwise organized.

D) The below **Services:** are provided by WIGGLY & CO and the pricing is for a maximum of 3 animals per Property. Additional charges will apply for more animals at R30 per pet per day.

One Check in Visit per day:

- One check in per day
- One Day check in is only available within a 5km radius, otherwise Petrol and AA rates will be charged.
- R135 Per check in per day
- Between 30 – 45 minutes
- Time to be confirmed between Client and WIGGLY & CO.
- Includes: Feed, Refill water bowl, cleaning of bowls and play time
- Administering of medication if needed
- House duties: Open curtains, water plants, switch on lights etc.
- Daily update to the family including photographs and video

Two Visit per day:

- Two check ins per day – Morning and Night
- Check in is only available within a 10km radius, otherwise Petrol and AA rates will be charged.
- Timing to be communicated/arranged between Client, WIGGLY & CO.
- R270 per day
- Between 45-60 Minutes
- Includes - Feed, Refill water bowl, play time, cleaning of bowls and Short Walk if organized.
- Dogs would need to be on a lead at all times if a walk is required. All clients would need to supply their own leads.
- Administering of medication if needed,
- House duties: Open curtains, water plants, switch on lights etc.
- Daily update to the family including photographs and video

Day Pet Sitting:

- These start from 8am and finish at 4:30pm unless otherwise organised.
- Rate is R350 per day stay – Pricing is R400 on 25th, 26th and 31st of December and 1st of January.
- Includes:
- Looking after your pet. Feeding, playing and walking your animal.
- Pet sitting will be on your premises, unless otherwise organized.
- Hours walk of animal/s is available. This is if the animal is socialized and weather dependent. Animals need to be on a lead at all times. Walks for more than 2 dogs will be

additionally charged for.

- Pictures and Updates to be sent through the day.
- Vet visits if required – Petrol and AA rates would be charged for.
- House or Personal Errands if required – Petrol and AA Rates would be required as well as money upfront for Errands.
- This is a useful service for those days when you need to be at work or at a social event or the vet can no longer care for your pet at the hospital.

Overnight/ Evening stay:

- Rate is R350 per overnight and R400 on 25th, 26th and 31st of December as well as 1st of January.
- These start generally from 4pm (Onwards) on the day the client leaves for their Holiday, unless otherwise organized.
- These end between 8am-9am. Please be advised that an Overnight/ Evening stay does not require WIGGLY & CO or Pet Sitter to be at the house 24/7. If the contract is for more than one Overnight/ Evening Stay, WIGGLY & CO or Pet Sitter can come and go during the day. If you require someone to stay in the house all day this would fall under a 24-hour pet sitting service.
- The end time for those contacts is 9am on the date of the client's return. Key hand overs will be until 11am on the same day with Melanie. Anything after 11am will be charged for hourly or otherwise a service of drop/return key can be organised at an additional fee.
- Includes:
- Looking after your pet. Feeding, general wellbeing check, playing and walking your animal.
- Pet sitting will be on your premises, unless otherwise organized.
- Pictures and Updates to be sent through in the evening.
- Vet visits if required – Petrol and AA rates would be charged for.
- Food for the sitter will not be supplied by Client.
- Please be advised an Overnight/Evening stay does not require the Pet Sitter to be at the house 24/7. This will allow the Pet Sitter to go in and out the house during the day. Evening requests would need be communicated accordingly to the client.

24/7 Service:

- This is an extended service that can be offered on request.
- R425 per day for a full day sit.
- This service is from 8am – 8am the following day.
- Allows the sitter to not leave the residence for more than two hours.
- This service is generally for animals with severe anxiety, older or sick animals or puppies.

Additional Services:

- **Dog Walks** – to be discussed based on:
- Time period
- Location
- Pick up and drop off service

- Specific Dog Park

Additional hourly charge:

- R50 per hour will be charged for late arrivals of clients after 11am to stay in the house.

Drop off Key Service:

- R50 -R100 (Location dependent) drop off key service would be charged.

ANY OTHER SERVICES:

- Running of errands; letting in of staff; collection of deliveries etc. Will be charged for accordingly. Petrol and AA rates would be charged. These are generally only applicable to One and Twice day visits. Please note, not all additional services are required to be performed by the Pet Sitter if they have alternative plans and can't assist. Any additional services would need to be communicated to the Sitter.

2) Refund & Cancellation Policy:

If the Client plans to shorten their trip they must give WIGGLY & CO a minimum of 12 hours' notice. Trips that are shortened by Clients will not be refunded. If the Client cancels their trip entirely a R250 handling fee will apply for all notifications less than 14 days prior to scheduled sits.

- Holidays: If Client cancels, the 50% deposit is non-refundable on all notifications 72 hours prior to scheduled sit. No refund on Holiday visits cancelled 72 hours or less before scheduled sits are to begin.
- If Client plans to lengthen their trip, they must inform WIGGLY & CO telephonically a minimum of 12 hours in advance of last scheduled pet sit date in order to be put back on the schedule. The Client agrees to pay all additional pet-sitting fees incurred promptly upon their return.

3) Services of WIGGLY & CO and their Pet/House Sitter are to be confirmed with the Client from the Services offered above unless otherwise organized.

- House sitters are not expected to be confined to the premises during these hours but use discretion when leaving and returning to the property. The sitter is to tell the client when they leave the house. For 24/7 sitting, the sitter is not meant to be away for longer than 2 hours per day unless an emergency, in that case WIGGLY & CO will replace the sitter. The house sitter's life remains priority when in danger and he or she will always act accordingly.
- Food is not supplied to Sitters for the duration of their contract unless otherwise organized. Use of Kitchen appliances, utensils and cutlery is necessary.
- Linen from the bed will be removed and placed in the washing bin after the end of the sitting.
- Sitters will clean up after themselves, but we are not a spring-cleaning company. Any area's used by WIGGLY & CO and sitters will be neatly maintained.

- WIGGLY & CO has permission to provide client's key(s) to any representative of WIGGLY & CO for the care of Client's pets. This includes Pet Sitters under WIGGLY & CO employment for the duration of pet sitting/pet care services/bookings.
- Daily communication from WIGGLY & CO and Pet Sitters will be managed in a group with the Client. This group will be made a day before the Contract begins and ends the evening when the contact ends.

4) If a medical emergency arises for your pet(s), WIGGLY & CO will make every effort to contact the Client, but if time is of the essence, the Client authorizes WIGGLY & CO to seek medical services at the closest Veterinary Hospital. The Client agrees to make arrangements with the Veterinary Practice to settle all costs.

5) In the unlikely event of illness or personal emergency of WIGGLY & CO, the Client will authorize WIGGLY & CO, to arrange for another qualified Pet Sitter to fulfil the duties and responsibilities as set forth in this contract. The Client will be duly notified in such a case.

6) It is the Client's responsibility to ensure that their pet(s) are current on all their vaccinations. Should the Pet Sitter be bitten or otherwise injured by the Client pet(s), the Client agrees to pay in full all medical costs and lost wages incurred by the Pet Sitter due to such injury.

7) The Client is responsible for any injury caused to the Pet Sitter or the general public by the Client pet(s) or due to the condition of the Client's premises.

8) In the event of inclement weather or natural disaster, WIGGLY & CO will use their best judgement in caring for the Client pet(s) and home but cannot be held liable or responsible for any damage to home or injury to pet arising from such.

9) If a problem arises such as a pipe rupture, flooding, fire, break-in, pet(s) destroying furniture or garden etc., WIGGLY & CO will make every effort to contact the Client and follow their instructions. If the Client cannot be reached and immediate action is necessary for the health safety and welfare of your pet(s), the Client authorizes WIGGLY & CO to make any repairs deemed necessary by the Pet Sitter. The Client agrees to reimburse WIGGLY & CO for all expenses incurred for repairs to the Client property and will hold WIGGLY & CO blameless for work done by others.

10) The Client is to notify WIGGLY & CO if anyone else has keys/remotes to access the Client property other than WIGGLY & CO, during the time WIGGLY & CO is caring for the Client's home and pet(s). WIGGLY & CO cannot be held liable for damage done to the Client's home and pet(s) by others who have access to the Client property. In addition, WIGGLY & CO cannot be held liable to damage done to the Client's home by pet(s) to either the interior or exterior of the Client's home when WIGGLY & CO is not there.

11) WIGGLY & CO will provide the services as stated herein in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against WIGGLY & CO except those arising from gross negligence or willful misconduct on the part of WIGGLY & CO and Pet Sitter.

12) Should any section, provision or portion of this contract be held to be invalid, illegal, voided or unenforceable, then such section, provision or portion shall be deleted from this contract. The remainder of this contract shall continue in full force and effect.

13) This contract shall be interpreted and governed by the laws by the country in which it is signed. Each party will perform its obligations in accordance with all the laws, rules and regulations as laid down in said country.

14) No term or provision of this contract will be waived, and no breach excused verbally. To be effective, each waiver or excuse shall be in writing and signed by the party who waived or excused said term or provision.

15) WIGGLY & CO reserves the right to terminate this contract before or during its term if WIGGLY & CO, in their sole discretion, determines that the Client pet/s pose a danger to the health and or safety of WIGGLY & CO. If this occurs WIGGLY & CO will notify the Client immediately of the problem and determine whether the Client will return or if pet(s) should be placed in a Kennel Facility.

16) The Client authorizes this signed contract to be valid approval for future services of any purposes provided by this contract permitting WIGGLY & CO to accept telephone reservations for service and to enter the property without additional signed contracts or written authorization.

17) Marketing: The Client authorizes the use of pet(s) pictures and videos on WIGGLY & CO website, social media and/or marketing materials for promotional purposes.

18) WIGGLY & CO and its Pet Sitters will not make copies of client's key(s). WIGGLY & CO has permission to provide client's key(s) to any representative of WIGGLY & CO for the care of Client's pets. This includes Pet Sitters under WIGGLY & CO employment for the duration of pet sitting/pet care services/bookings.

19) Discounts: 10 % Discounts available for all bookings over 30 days.

20) Discrepancies or complainants must be reported to the Owner of WIGGLY & CO (Melanie) within 24hrs after the Client's return.

By signing this contract, I am promising to read the Terms & Conditions in their entirety. If I have any questions regarding the above-mentioned Terms & Conditions, I will contact WIGGLY & CO before the planned pet sit is to take place.

Please print:

Pet/s Client Full Name: _____

Pet/s Client Signature: _____

WIGGLY & CO - Full Name: MELANIE KLOKIE

WIGGLY & CO - Signature:

Pet Sitter under WIGGLY & CO Full Name:

Pet Sitter under WIGGLY & CO Signature:

SIGNED ON THIS _____ DAY OF _____ 20 _____ IN _____