



## Terms & Conditions

Version: 201901

- 1 West Island Cats is authorised to perform services as outlined by this contract. In the unfortunate event that the cat(s) in question are in need of emergency medical care, WIC will do their utmost to get in contact and leave all decisions up to the client. In the case where the client can not be reached and the cat is in need of emergency care, West Island Cats is authorised by signature below to seek emergency veterinarian care and treatment (excluding euthanasia) up to a maximum dollar amount of \$. \_\_\_\_\_  
Client agrees to reimburse WIC for expense incurred, plus any additional fees for attending to this need or any expenses incurred for any other pet food/supplies needed.
- 2 In the event of inclement weather or natural disaster, WIC is entrusted to use best judgment in caring for pet(s) and home. WIC will be held harmless for consequences related to such decisions.
- 3 WIC agrees to provide the services stated in this contract 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 WIC except those arising from negligence or willful misconduct on the part of WIC.
- 4 In the event that the Client is also entrusting another individual outside of the WIC team to care for their cat(s) during the above listed period, WIC will not be held responsible for the actions or consequences of said Non-WIC caregiver.  
Client acknowledges that having caregivers other than WIC or other people entering their home during our contract completely voids WIC's bonding & insurance policy and nulls all liability WIC has towards the Client and their property.
- 5 Payment Terms**  
A deposit of 50% is required for any contracts \$100 and over. Deposits can be made by cash, cheque or e-transfer upon booking confirmation. If deposit is made by cheque, it can be postdated to the first date of service listed on contract. A 25\$ service charge will be charged for any NSF cheques.

**Cancellation Fees**  
If booking of 100\$ or less is cancelled with less than 48hrs notice, a 25\$ will be added to your next invoice.  
If booking of over 100\$ is cancelled with less 48hrs notice, deposit will not be refunded.  
Any booking cancelled with more than 48 hours notice, deposit will be refunded less 15\$ admin charge.  
\*\*\*Blackout Period for Cancellations from December 20th - January 1st\*\*\*
- 6 In the event of personal emergency or illness or scheduled absence of your cat sitter(s), Client authorizes a qualified WIC team member to fulfill responsibilities as set forth in this contract. Client will be notified in such a case.
- 7 In the event that WIC is required to employ a locksmith to gain entry into Client's premises (within the agreed upon cat sitting term) due to a malfunction of the lock or a failure of the Client to leave a key, it shall be the responsibility of the Client to reimburse for all costs incurred. The Client expressly gives WIC the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.
- 8 The utmost care will be given in watching your pet(s). However, due to extreme unpredictability of animals, WIC cannot accept responsibility for any mishaps of any extraordinary or unusual nature (example: biting, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be held liable for injury, accidental death, or fines of pet(s) with access to the outdoors.
- 9 WIC reserves the right to terminate this contract at any time before or during its term if WIC, in its sole discretion, determines that a danger exists to the health or safety of the pet sitter. If concerns prohibit the pet sitter from caring for pet, Client authorizes pet to be placed in a kennel, with all charges there from to be charged to Client.  
\*\*\*During the winter months (Nov-March) homes must be kept at a minimum temperature of 16° celcius\*\*\*

Client Signature/Date \_\_\_\_\_

WIC Representative \_\_\_\_\_