



Happy Home Information Leaflet

We pride ourselves in being loving and caring pet sitters who treat your beloved animals as you would. We do not simply rush in and out and give food and water, we spend some time with the animals, walking if you so request (Charged at an additional rate), or otherwise brushing or playing etc., with each visit. This is so that the animals do not fret.

While we have standard rates, we reserve the right to charge an additional amount on any quotation, should your request be above what is considered the norm, or if you request something which will be very time consuming.

We will send a detailed update daily to let you know how the animals are doing; this will be accompanied by a few nice photos of the animals, to set your mind at ease. Only one message will be sent per day, regardless of the number of visits per day, this message will usually be after our visit in the afternoons by 19:00 at the latest.

All morning visits will be completed before or at the latest 9:00 am, as we do our rounds, and all evening visits will be completed before 18:30 or at the latest 19:00 pm, although it is usually much earlier than this.

What we require from you:

- If you are away more than 3 days, we will need details of your local vet, any account number etc. that may be necessary, and we advise that you inform the vet that you will be away.
- The name and number of a friend or family member in case of emergency.
- A written or typed breakdown of everything you require us to do with the animals' food, medication, watering of plants, swimming pool, alarm system, where the electrical main board is, what we should do in case of a power failure, or any other special requirements you may have etc.
- If you reside in a complex or estate, please provide us with the necessary access codes, tags, remotes or make a prior arrangement with the gate to allow us access to your complex/estate.

For a stay-in pet sitter, we require the following:

We always allow the pet sitter to have one person to accompany them during a stay-in, for safety reasons, you will however have an opportunity to meet the other person before the time, if you so require.

- 1. Sleeping place for both people with clean, freshly washed sheets and bedding**
- 2. Fresh towels**
- 3. Coffee, tea and sugar**

It is your decision whether you would like to provide the pet sitter with additional food.

We will need to know if there will be a third party visiting the home at any stage, when and what times? We will need to know this, so that my assistants are not alarmed if they arrive at the home and someone else is there. If we are not aware, it causes a great deal of confusion.

Should you be out of the country or somewhere where there is no cell phone reception, and you would like us to send daily updates or communicate with someone other than you, a neighbor or family member etc. it is very important that they are informed of exactly how we work at Happy Home Pet Sitting, and that they are aware of all our rules and procedures.

Please kindly ensure that you do provide your pet-sitter with all the above mentioned information, when the pet-sitter does key-collection. We will not collect keys if you have not provided us with this information, as this is crucial for the safety and well-being of your pets, as well as, the pet-sitter.

In the unlikely event that something be broken in the home, during the time that we are pet-sitting, and it was an accident, a plumbing problem should occur, such as a burst pipe or geyser, or any electrical appliance pack-up, such as a dish washer or washing machine etc., unfortunately we will not be held responsible for replacing or repairing it, as accidents and unforeseen events do happen, most of which are out of the control of the pet sitter. Should such an accident take place, we will require of the "in-case of emergency" contact person, to be willing and able to assist us in the resolution of the problem, whatever that may be.

You will be issued with an invoice upon your return and payment is due before keys will be returned.

Thank you for kindly trusting us with your home and your animals.

Dominique Alexander

072 104 5109

www.happyhomeservices.co.za

Clients Signature

Pet-sitter Signature

Questions

1. Please make sure that you have included all the information requested on the information leaflet in the "To Do List".
2. Have you created a "To Do List" for me with all the necessary information?
3. Have you included "in- case of emergency" contact number of a friend or family member?
4. Are the vet's details and contact details on the list?
5. Have you written down the amount of food that has to be given to the pets and when they need to be fed?
6. Do they have any medication that I need to give them?
7. Do you have an alarm system in the home?
8. What is the password if needed?
9. Do I switch the alarm of with a remote before entering?

10. Where are the panic buttons (for safety)?

11. Where is the main power board in the house?

12. What do I do if the power goes out?

13. Will I be able to open the gate if the power is off?

14. How will we put the motor gate on manual should the power go out ?

15. Can you please show me how to put the garage on manual if there is an automatic door and the power is out?

16. Will there be any prior arrangements made with the gate or will I be getting a remote/tag?

17. Is my finger print required at the gate?

18. Are you going to have signal where you are going?

19. Where will I find the cat/dog usually hiding/sleeping ?

20. What are their favorite toys or do they prefer cuddles?

All the communication is done through Dominique. The key collection, key drop- off and updates. Only if it is an emergency, will I make direct contact with you!