ACTIVE PETS
FAMILY & AGENCY AGREEMENT
Pet Sitting Services – Terms & Conditions

1. PARTIES TO THE AGREEMENT

1.1 Active Pets, hereinafter referred to as the Agency.
1.2 The individual or family requesting pet sitting services, hereinafter referred to as the Client.
1.3 The pet or pets receiving care, hereinafter referred to as the Pet.
1.4 This agreement is entered into between the Agency and the Client. The assigned pet sitter is not a party to this agreement and operates under a separate agreement with the Agency.

2. FEES

All fees are quoted in South African Rand (ZAR).
2.1 Pet Sitting Rates
The applicable daily rate is determined by the total duration of the booking.

Service	1–7 days	8–14 days	More than 14 days
Once a day	R180/day	R170/day	R170/day
Twice a day	R290/day	R270/day	R270/day
Sleepover	R320/day	R320/day	R320/day
24-hour care	R400/day	R400/day	R400/day

2.1.1 Once a day: One scheduled visit to the Client's property per day to attend to the agreed care requirements of the Pet.
2.1.2 Twice a day: Two scheduled visits to the Client's property per day.
2.1.3 Sleepover: The pet sitter stays overnight at the Client's property to provide the agreed care and supervision.
2.1.4 24-hour care: Continuous pet-sitting care for a 24-hour period, as agreed when the booking is confirmed.
2.1.5 The Client must specify the required service when submitting a booking enquiry. The Agency will confirm the final rate based on the agreed service, dates and duration.
2.2 Additional Services
The following services are available at an additional charge:

Additional Service	Fee
Hourly Petsitting	R150
Watering of plants	R50
Meet and Greet	R110

House Check	R80
Walking the dog(s)	R80

2.2.1 A Meet and Greet can be arranged before the booking to introduce the pet sitter to the Client, the Pet and the property, and to discuss the care requirements.
2.2.2 Watering of plants is an optional service and must be requested in advance.
2.2.3 A House Check is an optional service that may include checking that the property is secure and that essential household items, such as electricity, are functioning as expected. It is not a security or maintenance service.
2.2.4 Fuel contribution: Fuel is only chargeable if the assigned pet sitter lives more than 10 km from the Client's property. The rate is R2.50 per kilometre. The applicable distance and fuel contribution will be communicated to the Client before the booking is confirmed.
2.2.5 Additional services must be requested and agreed upon before the booking begins. Any additional charges will be communicated to the Client.
2.2.6 Any service not listed above must be quoted and approved separately.

3. BOOKING PROCESS

3.1 The Client must complete the Active Pets booking enquiry form and provide accurate information regarding the Pet, property, dates and required services.
3.2 The Agency will review the enquiry and endeavour to match the Client with a suitable pet sitter, subject to availability.
3.3 The Agency will communicate the proposed pet sitter and booking details to the Client.
3.4 A booking is only confirmed once the Agency has confirmed the arrangement with the Client in writing.
3.5 The Agency cannot guarantee availability until a booking has been formally confirmed.
3.6 Any changes to the dates, duration, number of pets or requested services must be communicated to the Agency as soon as possible. Additional charges may apply.

4. PET INFORMATION & CARE REQUIREMENTS

4.1 The Client is responsible for providing complete and accurate information about each Pet.
4.2 This includes, but is not limited to:

- Pet names, breeds and ages.
- Feeding schedules and dietary requirements.
- Medical conditions, allergies and medication.
- Behavioural concerns, temperament and triggers.
- Veterinary details and emergency contacts.
- Exercise, walking and activity requirements.
- Any special instructions relating to the Pet's care.

4.3 The Client must disclose any history of aggression, biting, escaping, destructive behaviour or other circumstances that may affect the safety of the pet sitter or others.
4.4 The Client must provide all necessary food, treats, medication, cleaning products, litter, equipment and other supplies required during the booking.
4.5 The Client must ensure that the Pet has access to clean drinking water, appropriate food and a safe environment.

4.6 The Agency and assigned pet sitter must be informed of any changes to the Pet's health or behaviour before or during the booking.

5. PET SITTER MATCHING & RESPONSIBILITIES

5.1 The Agency will make reasonable efforts to match the Client with a suitable pet sitter based on the information provided.
5.2 The Agency will communicate the agreed responsibilities and care instructions to the assigned pet sitter.
5.3 The pet sitter is expected to carry out the agreed services professionally and responsibly.
5.4 The Agency will remain the Client's main point of contact for booking administration, concerns and service-related queries.
5.5 The Client may not assume that services outside the agreed booking will automatically be provided. Any additional duties must be discussed with the Agency and approved beforehand.
5.6 The Agency cannot guarantee that a particular pet sitter will remain available for future bookings.
6. PET WALKS & MICROCHIPPING
6.1 Pet walking is an additional service and is not automatically included in the standard once-a-day, twice-a-day, sleepover or 24-hour packages.
6.2 Pet walking must be requested and agreed upon before the booking is confirmed. Additional charges may apply.
6.3 Dogs must be microchipped before pet walking services can be provided.
6.4 The Client must disclose any behavioural concerns, reactivity, aggression or walking difficulties.
6.5 The Client must provide suitable walking equipment, including a secure collar or harness and lead.
6.6 The Agency reserves the right to decline a walking request if it believes that the activity may pose a risk to the dog, pet sitter or public.
7. PROPERTY ACCESS & HOUSEHOLD RESPONSIBILITIES
7.1 The Client must arrange safe and reliable access to the property for the assigned pet sitter.
7.2 All keys, access codes, alarm instructions and other access arrangements must be provided in advance.
7.3 The Client must ensure that the property is reasonably safe and that any known hazards are disclosed.
7.4 The Client must inform the Agency of any other people who may enter the property during the booking.
7.5 The Agency and pet sitter will take reasonable care when accessing and leaving the property.
7.6 The Client should secure valuables and personal belongings before the booking begins.
7.7 The Client must ensure that sufficient food, supplies and household necessities are available for the duration of the booking.

8. VETERINARY CARE & EMERGENCIES

8.1 The Client must provide the contact details of their preferred veterinarian before the booking begins.
8.2 The Client must disclose all known medical conditions, medication requirements and relevant health information.
8.3 In the event of an emergency, the pet sitter must make reasonable efforts to contact the Client and the Agency.
8.4 If the Client cannot be reached and urgent veterinary attention is reasonably necessary, the Agency may arrange for the Pet to receive appropriate veterinary assistance.
8.5 All veterinary bills, medication costs, transport costs and other expenses relating to the Pet remain the responsibility of the Client.
8.6 The Client must provide written instructions regarding veterinary treatment and emergency decision-making before the booking begins.
8.7 The Agency cannot guarantee a particular medical outcome and is not a veterinary practice.

9. BOOKINGS, DURATION & EXTENSIONS
9.1 The Client must provide the exact start and end dates and times when requesting a booking.
9.2 The agreed booking duration and service type will determine the applicable fee.
9.3 Any extension to the booking must be requested through the Agency and is subject to availability.
9.4 Additional days, visits or hours will be charged at the applicable agreed rate.
9.5 The Client must not assume that the assigned pet sitter can remain beyond the agreed booking period without prior confirmation.
9.6 If the Client returns earlier than expected, the Agency's cancellation terms will apply.

10. CANCELLATIONS & CHANGES
10.1 All cancellations and changes must be communicated directly to the Agency in writing.
10.2 The Client should provide as 24 notice when cancelling or changing a confirmed booking.
10.3 Any applicable cancellation charges will be communicated to the Client before the booking is confirmed.
10.4 If the Client wishes to shorten or extend a booking after it has commenced, the Agency must be notified.
10.5 The Agency will make reasonable efforts to accommodate changes but cannot guarantee availability.

11. PAYMENTS
11.1 The Agency will provide the Client with an invoice setting out the agreed services and applicable fees.
11.2 Payment arrangements and deadlines will be communicated to the Client before the booking is confirmed.
11.3 Any additional services or expenses approved by the Client may be added to the invoice.
11.4 All payments for services arranged through Active Pets must be made directly to the Agency, unless the Agency provides written alternative instructions.

11.5 The Client may not make private payment arrangements with the assigned pet sitter for services arranged through the Agency.
11.6 Any outstanding invoices must be settled by the due date.
11.7 The Agency reserves the right to suspend or decline future bookings where the Client has an outstanding account.
11.8 Where legally permitted, interest and reasonable debt recovery costs may be charged on overdue accounts.

12. AGENCY ARRANGEMENTS & EXCLUSIVITY
12.1 The Agency invests time and resources in recruiting, screening, matching and coordinating suitable pet sitters.
12.2 All bookings and services introduced through Active Pets must be arranged and administered through the Agency.
12.3 The Client may not use the Agency's introduction to bypass the Agency and privately arrange paid services with a pet sitter introduced by Active Pets.
12.4 If the Client wishes to arrange additional services with the assigned pet sitter, these must be discussed with Active Pets first.
12.5 Any breach of this agreement may result in the Agency terminating its services and pursuing any contractual remedies available to it.

13. CONFIDENTIALITY & PERSONAL INFORMATION
13.1 The Agency will treat the Client's personal information and household details confidentially.
13.2 The Client's information will only be shared with the assigned pet sitter to the extent reasonably necessary to provide the agreed services.
13.3 The Client agrees that the Agency may process relevant personal information for booking administration, communication, service delivery and record-keeping, in accordance with applicable South African data protection legislation, including POPIA.
13.4 The Client must not share the personal contact details or private information of the pet sitter with third parties without permission.
13.5 Photographs or videos of the Pet may be taken for care updates where appropriate. Any marketing or public use of such photographs requires the Client's separate permission.

14. LIABILITY & RESPONSIBILITY
14.1 The Agency acts as a pet-sitting service provider and intermediary responsible for coordinating the agreed services.
14.2 The Agency will take reasonable care when selecting and coordinating pet sitters.
14.3 The Client acknowledges that pets, animals and household environments carry inherent risks that cannot be completely eliminated.
14.4 The Client is responsible for disclosing accurate information about the Pet, including any known risks, medical conditions or behavioural concerns.
14.5 The Agency is not responsible for loss, injury, damage or expenses arising from circumstances outside its reasonable control.

14.6 Nothing in this agreement excludes or limits any liability that cannot lawfully be excluded or limited under South African law.
14.7 The Client remains responsible for the Pet's health, veterinary expenses and ongoing welfare.

15. DISPUTES & GOVERNING LAW
15.1 Any concerns or disputes relating to the services should first be communicated to the Agency in writing.
15.2 The parties will make reasonable efforts to resolve disputes amicably.
15.3 This agreement is governed by the laws of the Republic of South Africa.
15.4 Any legal proceedings will be subject to the jurisdiction of the appropriate South African courts.
16. ACCEPTANCE
16.1 By submitting the Active Pets Family Booking Form, confirming a booking in writing or proceeding with the services, the Client acknowledges that they have read, understood and accepted the terms and conditions of this agreement.
16.2 The Client confirms that all information supplied to Active Pets is accurate and complete.
16.3 The Client acknowledges that the booking is subject to availability and written confirmation by Active Pets.

ACTIVE PETS
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