Sitting Agreement

Complete all fields and obtain both parties' signatures before accepting a booking.

Parties & booking details

Service provider: **NIWOT, LLC**, with care provided by Lori and Oakley Carlson under the Home, Hound and Away trade name. Customer(s) named below authorize care at the home listed below.

Customer legal name(s)	**Customer email & phone**
Home address & time zone	**Local backup: name, phone & access**
Pets: names, ages & relevant conditions	**Sitting start date & time**
Sitting end date & time	**Sitting fee total / household rate per 24 hours**
50% deposit / payment due date	**50% balance / due on arrival**
Holiday dates & charges / prorated extra hours	**Owner-suggested, authorized dog outings (or "none")**
Payment method	**Approved travel costs & deadlines**
Included pet & house-care tasks	**Medication instructions / attached care plan**
Pets alone: maximum four hours total per 24 hours / shorter agreed limit	**Updates & check-in schedule**

Authorized visitors & access arrangements	**Disclosed cameras / privacy arrangements**
Veterinarian & phone	**Emergency clinic & phone**
Veterinary payment arrangements	**Spending limit & instructions if exceeded**
Evacuation plan / authorized backup care	**Written exceptions to policies (or “none”)**

Rates & agreed care

Our starting rate is **$90 per 24-hour care period for one dog**, plus **$35 per additional dog per 24 hours**. Other pets and additional care needs are reviewed individually. Every assignment receives a personalized quote before booking.

Your first 24-hour period starts at the agreed sitting start time. Additional hours after the final full period are prorated at the agreed household rate divided by 24. For example, six extra hours for one dog cost $22.50 at the standard rate.

A **$30 holiday surcharge per household per holiday 24-hour period** applies on New Year’s Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Year’s Eve. It applies only to the designated holiday dates, not the entire stay. Any partial holiday period and its charge will be itemized in your quote.

Our agreed house care includes collecting mail, watering a reasonable number of plants, taking bins out and cleaning up after ourselves and your pets. Larger tasks, such as extensive gardening or pool maintenance, are quoted separately.

We stay overnight and plan our days around your pets’ routines. We may leave for errands, meals or outings, but your pets will be left alone for **no more than four hours total in any 24-hour care period**. If they need a shorter limit, please discuss it with us before booking.

Taking a dog with us is considered individually only when the owner suggests and authorizes it. We agree on the outing and any transport arrangements in advance.

Payment, cancellation & agreed policies

A 50% sitting-fee deposit is due as recorded above; the remaining 50% is due on arrival before the customer leaves. A booking is confirmed after both parties sign, the deposit is received and the provider sends written confirmation.

Please email hello@homehoundandaway.com to cancel. We’ll acknowledge your message and confirm any refund in writing. Notice is measured from when your cancellation email is received to the agreed sitting start time, using the time zone of your home. One day means 24 hours.

Notice before the sit begins	Deposit refunded	Deposit retained
30 days or more	80%	20%
More than 14 days but less than 30 days	30%	70%
14 days or less, up to the sitting start time	0%	100%

These percentages apply to your deposit, not the full booking price. For example, a $1,000 sitting fee has a $500 deposit. With at least 30 days' notice, the refund is $400; with more than 14 but less than 30 days' notice, it is $150.

If you cancel within 48 hours of written booking confirmation and the sit is still at least 30 days away when you cancel, we refund your full sitting-fee deposit.

For a cancellation before the sit starts, the unpaid sitting-fee balance is not collected. Any sitting-fee payment above the deposit is refunded in full. Approved travel costs are handled separately: recoverable amounts are returned, and only documented, preapproved costs that cannot be recovered remain payable. We will seek available refunds and credits and avoid charging twice for recovered costs.

We'll initiate refunds within 10 business days of confirming the cancellation and amount. Your payment provider may take additional time to post the refund. Any cancellation or refund rights required by applicable law remain available.

The attached **Booking & Care Policies dated October 2, 2026** form part of this agreement, including early-return fees, provider cancellation and refunds, severe weather, preapproved travel costs, care instructions and camera privacy. Attach or save that complete version with this agreement. Written exceptions above control where they expressly differ; later website changes do not alter this agreement.

Emergency care authorization

The customer authorizes Lori and Oakley to seek veterinary care consistent with the completed instructions above if the customer cannot be reached, and agrees to the veterinary payment arrangements recorded above. For urgent care exceeding a spending limit, the instructions above must specify whether treatment is authorized and who can make the decision. The provider will attempt to reach the customer and backup promptly and use the named veterinarian where practical.

Customer initials for this authorization: _____

Acceptance & signatures

We have reviewed this completed agreement, the attached policy version and care instructions. We intend this signed agreement to create obligations for the booking described above. Changes require written agreement by both parties. Nothing here removes rights required by applicable law.

Customer name & signature

Date: _____

Authorized representative for NIWOT, LLC · name, title & signature

Date: _____

Booking confirmation sent: _____ Deposit received: _____