

National Petsitters

The National Association of Registered Petsitters



GENERAL INFORMATION

Our Association is unique. As the largest Pet Care organisation in the UK we are involved primarily with the proper care of Pets and Property and we set the standards for the Pet and House sitting industries. We also represent our members at Local and National Government level, with particular interest in all legislation which affects the Petcare Industry and Animal Welfare in general. Over the past 17 years we have registered more than 8,000 petsitters throughout the country. Members offer a range of caring petsitting services while owners are away on holiday or at work etc. Basic services are:

Firstly, Home Boarding; this means that you take your dogs/pets to the sitter where they will receive individual care and attention with all the comforts of home. (Petsitters will normally care for all domestic pets including small animals and birds).

Secondly, House/Pet sitting; this means that the sitter goes to your home and looks after your house and your pets. This is very useful for those who do not want to leave their home unattended, or for those who have a lot of pets.

Finally, Daycare for all pets, Home visits, or Dogwalking which is self explanatory and ideal for those who are out at work all day and need someone to visit their home during the day and to care for, feed or walk their pets; or to take their pets to the sitters home for a daycare service. Many members also offer extra services such as house checks, plant/garden care, mail forwarding etc. (Please note that Daycare services are NOT suitable if dogs are subsequently going to be left alone at night).

Members are **REGISTERED and INSURED**, and are required to abide by our Code of Practice and Terms and Conditions.

IF YOU WANT TO BE A REGISTERED PETSITTER, you must be reliable, trustworthy and experienced at caring for pets. Petsitting is very rewarding; it provides the fun of caring for dogs, cats and other pets including small animals and birds etc, the social reward of meeting new people, and the benefit of being paid. It is a wonderful way of living: all parties are happy, most of all the Pets! You can earn £50 - £400 + per week depending upon which services you offer. You might like to take a dog or other pets in to board or you might prefer to "sit" in clients homes, or maybe offer a daily dog walking service, cat visiting service or small animal care; or maybe a combination of all these and other "non petsitting" services such as grooming or training. The choice is yours, but in any event you are not obliged to take on any assignments if you do not want to. Some members only "sit" on occasional weekends, whilst others make it a full time occupation with many regular clients. Please note however that whilst you will be paid, and rightly so, the Association is concerned primarily for the welfare of animals. Financial reward is secondary. Please see our Terms and Conditions and Code of Practice which are vital to the high standing and professionalism of members.

If you are ALREADY offering a Petsitting service you should apply. (Please see note below regarding Insurance*). Many professional petsitters join, particularly for our insurance which is so important, for a listing on the Register, and for the prestige and credibility gained from membership of a National Association. We have hundreds of professional members, both as individuals and also companies/agencies.

You will notice that you need to be experienced in the care of pets and that references are required.

You will also notice that Insurance is mandatory and is included with NARP BUSINESS memberships.

*(If you already have your own Petsitters Insurance you are welcome to apply for NARP Membership in the normal way but we will DEDUCT whatever sum you paid to your Insurers (up to a limit of £100) from our Membership fee so you won't lose out. We will need to see a copy of your Insurance Certificate and your receipt. You will continue to be covered by your own insurance, provided it satisfies the minimum NARP requirements, and then, come renewal time you can decide either to continue with your current insurers or take out ours.)

NARP MEMBERSHIP

With all membership packages we provide detailed advice on all aspects of being a Registered Petsitter, including Quoting Charges, Payments, Bookings, Terms and Conditions, Public Liability, Third Party and Animal Insurance, Responsibilities, Accidents, Insurance Claims, Disputes, Complaints, Current Legislation including The Animal Boarding Establishments Act 1963 and the Clean Neighbourhoods & Environment Act 2005, etc. We provide a great deal of Advice and Tips for members on many subjects from "Qualifying" potential customers, best forms of advertising, networking etc and even how to earn extra money from related services, including a Pet Plan Insurance Introducer Scheme. We do not presume to teach people about how to care for pets; experience is a basic requirement of membership. We do however cover the practicalities of the work, and in particular we try to answer your "What happens if....." questions. Please note we are not an agency and whilst it is not our function to provide you with work we do enlist your name, telephone number and the services you offer on the National Register of Petsitters so that clients can contact you direct; we also explain how best to promote your services economically and successfully. All this is in addition to the many other benefits as listed in the Membership packages. As a Registered National Petsitter you will benefit from our many years of experience and our On-going help and support throughout the term of your membership which we hope will be a long, successful, and very happy one. Petsitting is a huge responsibility but it carries huge rewards in terms of satisfaction and fun! We are here to help you.

There are Three Types of NARP Membership.

Please see details overleaf:

• **NARP BUSINESS MEMBERSHIP:**

- ✓ Registration Certificate with Proof of Insurance and membership card
- ✓ CD pack with: All Petsitting Forms, Terms and Conditions, Advice notes, Information etc, etc.
- ✓ Quality Control Home Visits + 1 Day Pet Sitting / Dog Walking Course
- ✓ Full listing in the National Register of Petsitters so potential clients can contact you direct
- ✓ National Petsitters Corporate Advertising Scheme in Yellow Pages (very low advertising rates)
- ✓ National Petsitters Vetfone Service (24/7 Veterinary advice help line operated by qualified VN's)
- ✓ National Petsitters Internet Members Group (communicate and network with other members)
- ✓ Special discounts on a variety of Training Courses, Products, Supplies and Insurance etc, etc.
- ✓ On-going members help and support with dedicated Members Telephone Support. (Our 17 years of experience in the petsitting industry is unique and is key to your business success).
- ✓ £5 Million Public Liability Insurance with an additional £5000 cover for each pet in care. NARP insurance is written specifically for petsitting and is therefore bespoke to your business.
- ✓ The opportunity to Register your Spouse/Partner at greatly reduced rates

Membership Fee: ONE OFF £400* (thereafter annual membership renewal is only £100* and includes insurance) *Prices subject to VAT at the current rate.

• **NARP PREMIUM BUSINESS MEMBERSHIP:**

- ✓ Registration Certificate with Proof of Insurance and membership card
- ✓ CD pack with: All Petsitting Forms, Terms and Conditions, Advice notes, Information etc, etc.
- ✓ Quality Control Home Visits + 1 Day Pet Sitting / Dog Walking Course.
- ✓ Full listing in the National Register of Petsitters so potential clients can contact you direct
- ✓ Bespoke Branded clothing: A choice of different clothing branded with your Logo/Company name
- ✓ Business Stationary: 2500 Colour leaflets, 250 Business cards designed to your specification
- ✓ Van/Car Sign writing: Magnetic signs designed to your specification to maximise Business exposure
- ✓ National Petsitters Corporate Advertising Scheme in Yellow Pages (very low advertising rates)
- ✓ National Petsitters Vetfone Service (24/7 Veterinary advice help line operated by qualified VN's)
- ✓ National Petsitters Internet Members Group (communicate and network with other members)
- ✓ Special discounts on a variety of Training Courses, Products, Supplies and Insurance etc, etc.
- ✓ On-going members help and support with dedicated Members Telephone Support. (Our 17 years of experience in the petsitting industry is unique and is key to your business success).
- ✓ Petsitting Experience Day: A day with an NARP Petsitter to gain invaluable practical experience
- ✓ £5 million Public Liability Insurance with an additional £5000 cover for each pet in care. NARP insurance is written specifically for petsitting and is therefore bespoke to your business.
- ✓ The opportunity to Register your Spouse/Partner at greatly reduced rates
- ✓ Accountancy Advice / Information, including bespoke template spreadsheets for managing accounts

Membership Fee: ONE OFF £1200* (Thereafter annual membership renewal is only £100* and includes insurance) *Prices subject to VAT at the current rate.

NARP Agency Membership: for those who are running or intending to run a Petsitting Business with multiple staff/helpers/carers. Agency members are Appointed Official Agents of NARP. The Agent is responsible for the induction of their staff/helpers/carers into NARP. Agency membership also offers all the benefits of Business Membership, including NARP insurance for all Principals, helpers and carers within the Agency. The cost of Agency membership is a ONE OFF £600* (Includes one Full Membership). The Agent is then entitled to register staff/helpers/carers at the rate of £30 each*. Additional staff/helpers/carers can be added at any time, as the business grows or the numbers change; and memberships are transferable (subject to a £10* admin fee). Agency Renewal terms are by annual quotation according to the size of the Agency. To Register as an Agency Member please contact us and we will send you an Application Form.

£5,000,000 NARP Insurance

When you care for other peoples pets you need Insurance. We all hope that nothing will ever go wrong, but if it does, damages to people, property and animals could run to thousands of pounds and YOU could be held liable. Insurance brings peace of mind to you AND the owners who entrust you with their best friends. We have a group policy which covers all our members for Public Liability and Third Party Risks to £5 million and special cover for pets in your care up to £5,000.00 (An excess of £250 applies to public liability claims). "Non" petsitting services such as Grooming or Training are not covered). You will receive details and proof of insurance on your Certificate of Membership.

NARP Quality Control

NARP reserves the right to visit any member (with due notice being given beforehand) at anytime during the year in the cause of maintaining proper standards and best practice.

*Prices subject to VAT @ 20%

VAT Registration Number 813 0661 61

TO APPLY FOR MEMBERSHIP PLEASE COMPLETE THE APPLICATION FORM AND RETURN IT TO THE ADDRESS SHOWN.

NATIONAL PETSITTERS
PO Box 1433 Oxford OX4 9AU

email: info@dogsit.com
internet: www.dogsit.com

Tel: 0845 230 8544 (Office hours)

Please find enclosed proof of identity and address by way of copies of two recent utility bills or copies of passport/driving licence etc.

Please find enclosed payment of: (Please call us on 0845 230 8544 if you have any questions regarding costs etc).

£.....plus VAT @ 20 % = £..... for my Membership (Deduct up to £100 if you have your own insurance. Enclose details).
£ 74.00 / 85.00 (inc VAT) for my spouse/partner WITH NARP insurance

TOTAL DUE £.....
VAT Registration Number 813 0661 61

I enclose payment by Cheque/Postal Order made payable to "National Petsitters Ltd"
Or by credit/debit card number



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Valid from date ___ / ___ / ___ Expiry Date ___ / ___ / ___ Switch/Solo issue Number ___

Card Security Code ___ ___ ___ (the last 3 digits of the number printed on the signature strip of your card)

Name as it appears on the card.....Cardholders address.....

..... Post code.....

Cardholders signature..... Date.....

Return completed form with payment to: National Petsitters Registrations, PO Box 1433, Oxford, OX4 9AU

WE RECOMMEND THAT YOU SEND BY RECORDED MAIL.

PLEASE CALL US IF YOU HAVE NOT HEARD FROM US WITHIN 7 DAYS OF POSTING

Code of Practice Members shall practice with integrity, responsibility and trustworthiness and shall recognise their responsibility to clients, client’s pets, client’s property, and society in general. The welfare of client’s pets shall be paramount and shall not be made subordinate to commercial consideration. Members shall maintain professional relationships with their clients and shall not exploit such relationships for improper personal, professional or financial gain, nor seek inappropriately to impose their own values on clients. Members shall not disclose any personal or private information about their clients. Members shall not seek to attract business unfairly or unprofessionally or conduct their practice in any way that would discredit the reputation of The National Association of Registered Petsitters (NARP). Members are required to accept and abide by this code, and to abide by and observe any other rules, regulations and pronouncements of NARP. Members are not permitted to speak on behalf of NARP in their endorsement or commercialisation of any product, service or in the event of interview or provision of information to any member of the press or other media. Members must not make misleading claims or statements in advertising or otherwise. Members must abide by the Terms and Conditions for boarding and caring for all pets and property where applicable. (See below).

Terms and Conditions for Registered Petsitters Members must genuinely love animals and have experience of owning/caring for them. Members who offer to board dogs should not board dogs from more than one owner at a time. Members engaged in dog boarding, house/petsitting should not leave dogs/pets or property unattended except for very short periods, as agreed with owners, or in emergency (day visits are not acceptable if dogs are then to be left unattended at night). Members who offer boarding should: provide clean, dry, warm, draught-free bedding space; an area for pets to relieve themselves; food and exercise to owners requirements and maintain pets normal routine. Members should arrange to meet owners well in advance and ensure Petsitters Terms and Conditions and Forms of Authority are understood and signed by owners. (All forms are supplied as part of Registration package). Dog Walkers should not walk more than 4 dogs at any one time. They must ensure proper control at all times and dispose of excrement safely. Members are required to obtain a valid police check certificate if they hold keys to, or have access to clients’ property for the purpose of pet/house sitting, dog walking or other services. Members must keep proper records of all work undertaken. Members must show evidence of having knowledge of basic animal training, first aid, and general care for the pets for which they are responsible. In the case of exotic pets they should seek specific guidance from the owner about the care of such pets and ensure that the owner is satisfied as to their competence. Members must abide by all current Health and Safety legislation. Members must abide by all National and Local Laws and Byelaws. Members are responsible for their own businesses. They are under no obligation to care for dogs/pets/property if they choose not to. NARP/National Petsitters Ltd are independent and cannot be held liable to or responsible for any party or their pets or property. Registration is renewable on payment of the annual membership fee. NARP reserves the right to visit any member and if necessary to inspect their premises to ensure that the Code of Practice and these Terms and Conditions are being adhered to. Registration may be cancelled for any breaches of the Code of Practice or these Terms and Conditions. In the event of cancellation, for any reason, the person concerned will have no rights to operate as a Registered Petsitter and to immediately return their Registration Certificate and all unused stationery. Failure to comply may result in prosecution. Membership fees are not refundable. The attention of members is drawn to the terms of the Animal Boarding Establishments Act 1963, the Clean Neighbourhoods & Environment Act 2005 and the Animal Welfare Act 2006. NARP Public Liability Insurance is free to all fully paid up members. Cover is supplied under a single Policy written in the name of National Petsitters Ltd, NARP and its members. Members are covered for Products/Public Liability Insurance for loss and/or damage to third party property and/or bodily injury to third party persons arising out of the insured’s activities as a Petsitter. Cover as a result of negligence to the limit of £5,000,000 any one accident (£250 excess applies) and a maximum of £5,000.00 per animal in the care of a Petsitter in respect of injury, death or treatment risks. (no excess applies) Cover is provided by AXA Policy Number: RG COM 6555802. In the event of any claim members must not invite or admit liability. All claims must be made in writing and forwarded directly to NARP immediately and unanswered, with copies of all correspondence, including solicitors’ letters. Any attempt to negotiate or respond to the incident without prior reference to us or to our insurers might prejudice your cover. Immediate notice must be made in writing of any event which may lead to a claim. Members who are involved in any claim should record in writing all details appertaining to the claim, or possible claim, so that in the event of an inquiry they are able to provide a detailed record of events, including times, dates, copies of any correspondence and details of any telephone calls etc.

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