

PetCarians

Pet Sitter Guidelines & FAQs

Read and acknowledge before your first booking

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Section 1: Emergency Response

Q1. What should I do first if a pet in my care has an emergency?

Stay calm. Your first step is to **immediately contact the pet owner** via call or the PetCarians in-app message. While attempting to reach them, assess the situation — if the pet is in visible distress (difficulty breathing, seizures, uncontrolled bleeding, collapse), **do not wait**. Head to the nearest emergency vet right away and continue trying to reach the owner on the way. Every minute counts.

Q2. How do I find the nearest emergency vet quickly?

Before every booking, check the pet's profile for the owner's preferred vet and emergency clinic details. You can also use the following resources:

- **PetCarians Vet Finder:** <https://petcarians.com.au/veterinary-care>
- **Google:** Search "emergency vet near me" on <https://maps.google.com>
- **RSPCA Australia (National):** 1300 264 625 | <https://www.rspca.org.au>
- **RSPCA NSW:** (02) 9770 7555 | <https://www.rspcansw.org.au>
- **RSPCA VIC:** 03 9224 2222 | <https://www.rspcavic.org>
- **RSPCA QLD:** 1300 264 625 | <https://www.rspcaqld.org.au>

i Always locate the nearest 24-hour vet before your service begins — not during a crisis.

Q3. Who is responsible for vet bills if the pet needs emergency treatment?

All veterinary costs — emergency or otherwise — are the **sole responsibility of the pet owner or their pet insurance provider**. PetCarians is a platform that connects pet owners with pet sitters and does not hold any financial liability for medical expenses incurred during a booking. We strongly recommend pet owners provide their insurance details on their pet's profile before any service begins.

⚠ PetCarians Pty Ltd is a technology platform only. We facilitate connections between pet owners and pet sitters. PetCarians assumes no financial, legal, or medical liability for any incident, injury, illness, or loss that occurs during a booking. All costs, claims, and disputes are between the pet owner and the sitter directly.

Q4. What if the pet owner is unreachable during an emergency?

Refer to the **emergency contact** listed on the pet's profile (a family member or trusted friend designated by the owner). If they are also unreachable, use your best judgment and proceed to the nearest emergency vet immediately. Document everything — time of incident, symptoms observed, actions taken, and all attempts to contact the owner. Send a full update to the owner via the PetCarians in-app message as soon as the pet is safe.



Section 2: Before Every Booking

Q5. What information should I have ready before every booking?

Before a pet arrives or before you begin a service, make sure you have quick access to:

- Pet owner's phone number and a backup emergency contact
- Name and contact number of the pet's regular vet
- Nearest 24-hour emergency vet address (use <https://petcarians.com.au/veterinary-care>)
- Pet's medical conditions, medications, and known allergies
- Pet insurance provider and policy number (if provided by owner)

i All of this should be visible on the pet's profile card in the PetCarians app.

Q6. Can I administer medication to a pet in my care?

Only if the pet owner has **explicitly instructed you to do so** in writing via the app, with clear details on dosage, timing, and method. Never guess or assume. If a pet requires medication you are not comfortable administering (e.g., injections), communicate this to the owner **before accepting the booking**. In an emergency, always defer to a licensed vet.

Section 3: Lost Pet Protocol

Q7. What should I do if a pet goes missing during my care?

Act immediately — do not delay. A lost pet is a serious incident:

- Search the surrounding area thoroughly before expanding your search radius.
- **Call the pet owner right away** — do not wait until you find the pet.
- Check if the pet is microchipped (listed on the pet profile) and contact the microchip registry.
- Notify local animal shelters and nearby vets with the pet's description and photo.
- Post on local community Facebook groups, Nextdoor, and lost pet pages.
- Contact RSPCA on 1300 264 625 or visit <https://www.rspca.org.au> to report a lost animal.
- Keep the pet owner updated via PetCarians in-app messages throughout your search.

⚠ Do not attempt to handle this alone or delay notifying the owner. Transparency is critical.

Section 4: Incidents & Safety

Q8. What if a pet injures me or another animal during the booking?

Your safety comes first — remove yourself or other animals from the situation immediately. Seek medical attention if needed. Report the incident to the pet owner and document it through the PetCarians in-app message within 24 hours.

⚠ PetCarians does not provide personal injury insurance for sitters. We recommend all sitters hold their own public liability insurance. Any injury caused by a pet is a matter between the sitter and the pet owner.

Q9. What counts as an incident that I must report?

Any of the following must be reported to the pet owner via PetCarians in-app message immediately:

- Pet showing signs of illness, injury, or unusual behaviour
- Pet refusing food or water for more than 12 hours
- Vomiting, diarrhoea, or visible signs of pain or distress
- Pet escaping or going missing, even briefly
- Any fight or aggressive incident with another animal or person
- Emergency vet visit — planned or unplanned
- Any accident involving the pet (e.g., fall, ingestion of something harmful)

i When in doubt — always report. It is always better to over-communicate than to stay silent.

Q10. What if a pet shows signs of abuse or neglect when I collect them?

If you notice signs of existing injury, malnutrition, or neglect when a pet is dropped off, **document it with photos immediately** and flag it via in-app message before the service begins. You have the right to decline a booking if you have genuine welfare concerns and to report the matter to your local RSPCA on **1300 264 625** or visit <https://www.rspca.org.au>.

Section 5: Liability & Platform Rules

Q11. Am I covered by PetCarians if something goes wrong?

PetCarians provides a platform to connect pet owners and sitters — we are **not an insurer**. We strongly advise all sitters to:

- Hold their own **public liability insurance**
- Clearly discuss and agree on responsibilities with pet owners before the booking begins
- Ensure all agreements, special instructions, and consents are documented through the PetCarians app

⚠ PetCarians accepts no responsibility for loss, damage, injury, or death of any pet or person during or after a booking. Our role is solely to facilitate the connection between both parties.

Q12. Can I take the pet to a different location than agreed?

No. You must only provide services at the **agreed location** stated in the booking. If circumstances require a change (e.g., an emergency vet visit), notify the pet owner immediately through the app and get their approval. Taking a pet to an unregistered or unapproved location without consent is a serious breach of PetCarians' Terms of Service.

Q13. What is my responsibility after a vet visit on behalf of the owner?

After any vet visit, you must:

- Share the **full vet report and invoice** with the pet owner immediately via the app
- Follow all post-visit care instructions provided by the vet exactly as stated
- Log all details (vet name, treatment given, medications prescribed) via in-app message
- Keep all receipts — payment is the owner's or their insurer's responsibility

⚠ Never agree to absorb costs with the intention of claiming later — always clarify payment with the owner at the time of the vet visit.

Q14. Can I cancel a booking if I feel unsafe or unprepared?

Yes. Your safety and the pet's welfare always come first. If a pet arrives and is significantly different from what was described (e.g., undisclosed aggressive behaviour, untreated medical condition), you have the right to communicate your concerns and, if unresolved, cancel the booking. All cancellations must be submitted through the PetCarians app. Please refer to our **Cancellation Policy** for applicable terms.

Q15. What is the golden rule for all PetCarians sitters?

Treat every pet as if it were your own. When in doubt — **call the owner, document everything, and act in the best interest of the pet**. PetCarians is built on trust, and your reputation as a sitter depends on transparency, care, and professionalism. We are here to support you, but the welfare of the pet in your care is always your first priority.

Platform Disclaimer

PetCarians is a connection platform only. By accepting a booking, sitters agree that all responsibilities for pet care, safety, costs, and incidents during the service period lie between themselves and the pet owner. PetCarians Pty Ltd assumes no financial, legal, or medical liability for any incident that occurs during or after a booking. For full terms, refer to the PetCarians Terms of Service and Community Guidelines at <https://petcarians.com.au>.

Quick Emergency Reference

- PetCarians Vet Finder: <https://petcarians.com.au/veterinary-care>
- RSPCA National 1300 264 625 | <https://www.rspca.org.au>
- RSPCA NSW (02) 9770 7555 | <https://www.rspcansw.org.au>
- RSPCA VIC 03 9224 2222 | <https://www.rspcavic.org>
- RSPCA QLD 1300 264 625 | <https://www.rspcaqld.org.au>

- Google Maps — search 'emergency vet near me' | <https://maps.google.com>
- PetCarians Support: +61 431 982 028 | contact@petcarians.com.au | <https://petcarians.com.au/support>