



PSI Member Code of Conduct and Ethics

Pet Sitters International (PSI) is the world's leading educational association for professional pet-sitting businesses. To be a PSI member is to commit to operate within the standards of conduct and ethics set forth by PSI, and to promote these standards within the professional pet-sitting industry and to the general public.

Basic Membership Requirements

By joining PSI or renewing your PSI membership, you attest that you:

- **Provide pet-sitting services*.** *Pet sitting* is defined as “the act of caring for a pet in its own home while the owner is away.” Dog walking is a form of pet sitting, and individuals that offer dog-walking services are also eligible for membership. Members may offer other services (e.g., grooming, boarding, training, etc.)—but these must be in addition to pet sitting.
- **Meet the minimum age requirement.** PSI members must be at least 18 years of age. This minimum age requirement has been implemented for membership because minors cannot enter legal agreements (e.g., pet-sitting contracts) or obtain liability insurance.
- **Do not own, operate, or serve in an advisory capacity of a competing membership organization, directory or app.** PSI welcomes other pet-sitting membership organizations to the industry and recognizes the valuable services many of them provide to pet sitters. Nonetheless, it is inappropriate for those who own, operate or serve in an advisory capacity of such competing member associations to maintain membership in PSI, due to the potential for conflict of interest and misuse of the proprietary information and intellectual property assets that PSI makes available to its members. Because membership is for individual pet-sitting businesses, companies that serve as directories or apps to connect pet owners with service providers are ineligible for membership.

Professional Communication and Behavior

Additionally, PSI members agree to abide by the following:

Safety and Integrity: PSI members should avoid any conduct that could put clients or their animals, residences, or properties at risk. Conviction of a crime against persons, animals or property or listing as a registered sex offender is grounds for termination of membership.

Anti-discrimination and Anti-harassment: Discrimination, harassment, bullying, xenophobia, or racism in any form will not be tolerated. PSI members agree to adhere to [PSI's Anti-Harassment Policy](#) in all PSI spaces, including but not limited to PSI in-person events or online forums.

Interactions with PSI Staff: Members are expected to treat the PSI staff respectfully in all interactions in-person, online, by phone or through other forms of communication. Abusive language, profanity or threats directed to staff or the organization are unacceptable and will not be tolerated.

Appropriate Channels for Criticism and Feedback: Members should conduct themselves as professionals and should not engage in public criticism of fellow pet sitters or of PSI, but instead should air the issue in the appropriate forum, as detailed below.

- **Complaints about another member**

PSI does not mediate pet sitter to pet sitter complaints, except for as noted in PSI's Anti-Harassment Policy. A member who believes that another pet sitter has engaged in improper or illegal conduct should, depending on the nature of the conduct, contact either the offending pet sitter directly or the local Better Business Bureau or similar organization. Or, if the misconduct is sufficiently serious, report it to law-enforcement authorities and/or obtain legal representation to pursue redress in the courts. PSI appreciates being advised if a judgment is entered finding that a member engaged in dishonest conduct or conduct that could put clients or their animals, residences, or properties at risk.

- **Feedback about PSI**

Member comments and concerns directed to PSI Member Services are welcome and encouraged. We regard your feedback as our best opportunity to improve, and we will respond promptly to all comments, complaints, and requests, usually by the next business day. Specific complaints, feedback or questions for PSI should not be posted on PSI's social-media pages or in PSI's private Facebook group.

Quality of Services/Client Complaints: PSI encourages members to follow the best practices outlined in PSI's [Recommended Quality Standards for Excellence in Pet Sitting](#). PSI members are independent business owners and PSI has no control over how they operate their businesses, nor do we have the means to police or regulate any of their business practices. If contacted with a pet owner complaint, PSI advises pet owners of this policy and recommends that pet owners reach out to the pet sitter directly. For serious complaints, PSI advises pet owners that the potential resources to settle complaints of serious business misconduct include law enforcement, the courts and/or the local Better Business Bureau, or a similar organization. Complainants are asked to notify PSI of any convictions or judgments rendered against a PSI member based upon a customer's complaints.

Intellectual Property Rights: Members should acknowledge and respect PSI's intellectual property rights and use the PSI name, logo and copyrighted materials only as authorized by PSI. This includes adhering to any usage guidelines and/or copyright restrictions for any PSI logos, materials or other resources made available for use by active members.

Sanctions

By checking the "I Agree" option when you join and/or renew, you agree that you have read and understand the PSI Member Code of Conduct & Ethics.

PSI reserves the right to take any action it deems appropriate, up to and including immediate revocation of PSI membership (without refund) for any member found in violation of this Code of Conduct & Ethics or for any other violation deemed—in PSI's sole judgment—to be incompatible with the professional standards and expectations set forth by PSI.

**PSI understands that some individuals join PSI prior to starting a pet-sitting business/offering pet-sitting services to take advantage of PSI's range of educational resources. These individuals who plan to offer pet-sitting services are eligible for PSI membership, although they may not currently be offering services.*