

Attention: **Canada Border Services Agency (CBSA)
Admitting Officer**

Re: **TrustedHousesitters**

By way of introduction, we are TrustedHousesitters, a UK-headquartered global company which facilitates relationships between people who love to travel and homeowners who wish for the peace of mind of having trusted individuals monitoring their homes and pets while they (the homeowners) are away.

You can find more information about our company at [Trustedhousesitters.com](https://www.trustedhousesitters.com).

We provide this letter with the intention of providing clarity and a more detailed description of our company, the service we offer, and most importantly, the manner in which people subscribe to our service.

Broadly, TrustedHousesitters offers an online “matching” system for individuals who wish to open their homes for travellers to stay and those who wish for a more intimate and cost-efficient accommodation arrangement while they travel away from home. We note that there are several well-noted companies which provide a similar type of “matching” service, however, our company, in particular, specializes in households which also have pets for which the visiting travellers provide care during their brief stay (though, we note, that homeowners are not required to have pets to subscribe to our site).

Our members pay an annual subscription fee to access our site, but there are, otherwise, no additional payments made to our company and no exchange of monetary payment between or among members. Our traveller members, in subscribing to our site, are purposefully seeking a more cost-efficient manner of vacationing, and NOT to seek a “job” or to otherwise provide a service.

As some of our traveller members have been, upon their arrival to Canada, questioned about the nature of our service and the arrangements made among members, we sought the advice of legal counsel in Canada. We discussed how Canadian Immigration laws define “work” by foreign nationals which would require work permits, and we, respectfully, do not feel that the above-described arrangements would fall under this category.

In particular we noted the guidance provided by Immigration Refugees and Citizenship Canada (IRCC) at: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/foreign-workers/what-is-work.html> (A copy of which is provided with this letter.)

In particular, we note that the guidance states:

What kind of activities are not considered to be “work”?

An activity which does not really ‘take away’ from opportunities for Canadians or permanent residents to gain employment or experience in the workplace is not “work” for the purposes of the definition.

In the case of our members, there is an exchange of benefits/consideration to both parties resulting from each arrangement, but the “benefit” received by the traveller is not one of monetary pay, employment opportunity, or workplace experience. Further, on this same webpage, it states:

There may be other types of unpaid short-term work where the work is really incidental to the main reason that a person is visiting Canada and is not a competitive activity, even though non-monetary valuable consideration is received. For instance, if a tourist wishes to stay on a family farm and work part time just for room and board for a short period (i.e., one to four weeks), this person would not be considered a worker. Work on a farm that is expected to extend beyond four weeks would require a work permit.

While the webpage provides the scenario of a tourist helping with chores around a farm in exchange for room and board as a mere example, we feel that this example is, in fact, directly analogous to the arrangements made between our members. That is, our traveller members agree, on a short term basis, to take care of matters around a household, such as: watering plants, collecting the mail, and caring for the household pet(s), etc., in exchange for short term accommodations while they vacation in a place away from home. Our homeowner members, on the other hand, gain the peace of mind that a trustworthy individual will care for their homes and pets while they are away.

We trust that this letter provides sufficient information on the arrangements made by and between our members as a result of TrustedHousesitters. However, if you require any additional information on our company and our service, please do not hesitate to contact our customer service team on +1 855 702 2702.

Sincerely, TRUSTEDHOUSESITTERS