

Please Read This Agreement Carefully. This is a binding contract between you and UpDog Pet Services. Your acceptance by signature is required before contracting our services. After signing in agreement to these terms and conditions, you may keep a copy of this contract in your personal records for future reference.

This agreement constitutes a legal signature. By continuing to use services provided by UpDog Pet Services, you agree to the following terms and conditions set forth in this document.

For the purpose of this document, the terms Client and Owner are synonymous with the person contracting services for one or more animal(s). UpDog Pet Services will hereinafter be referred to as UpDog Pet Services, Pet Sitter, Sitter, and Company.

1. UpDog Pet Services recommends that all Clients schedule their pet needs as early as possible. Bookings are scheduled on a first come, first serve basis. Time slots will not be held for Clients under any circumstances without proper booking and payment. Last minute requests are accepted, but please note that availability is not guaranteed.

2. An evaluation is required for all new clients. This session lasts approximately 30-45 minutes and is the opportunity for potential clients, their pet(s), and the Sitter to become acquainted and ask pertinent questions related to visits.

3. Due to time constraints, travel logistics, and unexpected developments throughout the day, the Pet Sitter is permitted a thirty-minute window to complete the scheduled service. An allowance of 15 minutes before and 15 minutes after the scheduled booking is granted to the Pet Sitter to accommodate all bookings for the day. Please note that the Pet Sitter will strive for punctuality, and this time window will better guarantee the satisfactory and timely completion of all scheduled services.

4. UpDog Pet Services understands that last minute changes happen and occasionally plans must be adjusted due to changing circumstances. Please note that when a booking is scheduled, that time slot is reserved for the Client and other clients may have been turned away for this scheduled time period. As such, the following cancellation policy will apply:

- Cancellations with **less than 24 hours** of advance notice from the start of the scheduled service will result in a cancellation fee equal to the price of 50% of the visit.
- Cancellations with **less than 3 hours** of advance notice from the start of the scheduled service will result in a cancellation fee equal to the price of the visit.
- Cancellations with notice of **more than 24 hours** from the start of the scheduled service will not result in a cancellation fee of any kind.

If the Sitter cancels for any reason, a full refund will be granted to the Client, regardless of how much notice is provided.

Cancellations due to poor and/or dangerous weather will be communicated in advance and the cancellation policy will not apply.

5. UpDog Pet Services is a small business that oversees all aspects of operation. As UpDog Pet Services retains a very limited staff, it is strongly encouraged that all Clients have a back-up caregiver

who can access the property at any time in the event the Sitter is unable to provide services due to illness, injury, or an unforeseen circumstance. The Sitter will make every effort to successfully complete all scheduled bookings, but Owners should have an alternate caregiver for their pet(s), should their assistance be required. As much advance notice as possible will be provided to Clients when UpDog Pet Services is unable to perform scheduled duties due to the aforementioned reasons.

6. UpDog Pet Services is open 6 days per week Monday-Saturday, with limited availability on Sundays as well as on certain major holidays. Please note that Sunday and holiday availability is subject to the needs of the staff at that time and is not guaranteed on any specific day.

The Company is closed on July 4th, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Years Day.

All services scheduled on a major holiday will be charged an **additional fee: \$5 for Cat Drop-In Visits, \$10 for 30 Minute Dog Walking/Drop-In Visits, \$15 for 45 Minute Dog Walking/Drop-In Visits, \$20 for 1 Hour Dog Walking/Drop-In Visits**

If a scheduled booking is canceled for a major holiday, the Client will not receive a refund for the service, regardless of how much advance notice is provided.

7. The professional relationship between the Client and Pet Sitter is mutually agreed upon and either party can choose to terminate the relationship at any time, with or without reason or cause.

8. The Client agrees to all rates set by UpDog Pet Services and understands that rates are subject to change. Clients will be provided with advance notice of any changes before new rates are enacted.

9. For pet safety, UpDog Pet Services does not authorize the use of retractable leashes for dog walking. All Clients must provide a non-retractable leash for dog walks.

10. The Pet Sitter will use best judgment when providing dog walking during excessively hot or cold temperatures. The walk will move forward to give the pet relief, but it may be shortened and the remaining time will be spent indoors. The length of the visit will remain consistent with the amount of time originally agreed upon. All attempts will be made to communicate with the Owner to disclose changes to a dog walking appointment.

Visits of any kind will not occur under extreme weather conditions, such as, but not limited to, heavy snow or tropical storm/hurricane-like conditions. Canceled appointments will be communicated with the owner in advance. Cancellations due to extreme weather conditions will not be subject to the cancellation policy.

11. Owners must provide the Pet Sitter with access to the house in their absence. A key can be provided to the Sitter during the meet and greet, a key can be left outside the home at the Owner's discretion, or the Sitter can pick-up the key in advance of the first visit. Neither the Sitter, nor UpDog Pet Services, is responsible for the theft or loss of a key left outside the home (e.g. in a mailbox, under the welcome mat, etc.). A key may also be left in a lock box at the Owner's expense. The code to the lock box must be provided to the Sitter before the start of services.

If the key must be returned upon the completion of services, the key will either be left inside the house at the Client's discretion, outside the house at the Client's discretion, or a drop-off time can be arranged at a future date.

Additionally, if the Owner utilizes an electronic keypad for home entry, the keycode must be provided to the Sitter before the start of services. If the keypad fails or malfunctions, the Owner must be able to provide an alternate form of entry for the Sitter. Failure to provide an alternate form of entry will result in cancellation of the scheduled booking and the Cancellation Policy will apply.

12. The Client agrees to provide the Sitter with the code for the home security system, if applicable.

13. In the event of an emergency, Clients must be accessible by phone, email, or text message for the scheduled booking. If the Client cannot be contacted, the Sitter will reach out to the emergency contacts and employ best judgment to provide care and services.

14. The Client agrees to notify UpDog Pet Services of any health or behavioral changes/issues in their pet(s) before the next scheduled service begins. This protocol is to ensure the health and safety of both the pet and Sitter.

15. If a pet(s) requires medication(s), detailed instructions must be provided by the Client on how to properly administer the medications, and an in-person demonstration may be required.

16. This service agreement sets the terms and conditions for pet care provided to the Client's legally owned pet(s). Any additional pets in the care of the Client while the Pet Sitter is providing services are not covered by this agreement and the Pet Sitter is not legally liable in the event of injury or death.

17. It is strongly recommended by UpDog Pet Services that all dogs and cats are vaccinated against rabies every year for their health and safety. If an Owner's pet is bitten by another animal while under the Sitter's care, the Company is not at fault if the disease is contracted by the Owner's pet.

This agreement is valid from the date signed, and replaces any prior agreements. Client agrees to any future contract changes relayed verbally to the Client, mailed or emailed in writing to the Client, sent by text message to the Client, or posted on the Company website under Forms & Policies.

If the terms set forth in this agreement are violated in any way, UpDog Pet Services may not continue providing services. This will be considered on an individual basis.

Client states s/he has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client Signature: _____

Client Name (Print): _____

Date: _____

Veterinary Release Form

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UpDog Pet Services is authorized to seek any emergency veterinary assistance needed during visits, at the Client's expense, from the veterinarian chosen by the Client. If the veterinarian selected cannot be reached or is unavailable for any reason, the Sitter will select an alternate veterinarian to provide care.

UpDog Pet Services will make every effort to contact the Owner in the event of illness or injury to their pet(s) while under the care of the Sitter. If the Owner cannot be reached, the Sitter will communicate with the emergency contacts listed by the Client. If neither the Client nor the emergency contacts can be reached, the Sitter will act in his/her own best judgment and solicit the appropriate veterinary services on behalf of the Client, excluding euthanasia.

The Client authorizes the Pet Sitter to transport their pets to and from the pet clinic or other veterinary

offices for necessary treatment. The Client exempts the Sitter from any and all liabilities related to transportation, treatment, and expenses.

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•Damage Release Form

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1. UpDog Pet Services and Eric Vissichelli are not responsible for the injury, illness, or death of the Client's pet(s) while in the care of UpDog Pet Services unless due to the negligence of the Pet Sitter.
2. UpDog Pet Services is not responsible for any material damage or other damages to property owned by the Client, or any individuals in the home, during the time services are being provided by the Pet Sitter, unless such damage is caused by negligence of the Pet Sitter.
3. UpDog Pet Services is not liable for any loss or damage in the event of a burglary or any other crime that may occur while services are being provided by the Pet Sitter.
4. The Client is responsible for securely reinforcing the safety of the house and yard, and any corresponding fences/gates/latches. UpDog Pet Services is not responsible for the loss or theft of any pets under these circumstances.

5. The Client agrees the Pet Sitter is not responsible for any material damage or other damage caused to the inside or outside of the home by the pet(s).

6. The Client agrees to indemnify UpDog Pet Services in the event of a claim due to injury, illness, or death to another pet or person by the Owner's pet while in the care of the Pet Sitter.

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