Dog Walking/Drop-In Visits Service Agreement

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.

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1. Scheduling Services

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.

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2. Evaluation

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

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3. Time Window

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. Punctuality is important, and this time window ensures the satisfactory and timely completion of all scheduled services.

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4. Payment Terms and Conditions

Full payment is due on the final day of your booking. A late fee will be applied to payments overdue by more than one week. The late fee will be calculated as either 10% of the outstanding balance per week or $5 per week, whichever amount is larger.

- We will not accept any new bookings from clients who have outstanding payments due.
- New clients may be asked to provide a deposit for their first booking, at company discretion.
- Payments accepted: Cash, credit card, Zelle, or Venmo. Digital payments can be made via PayPal invoice and will incur an additional 4% processing fee.

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5. Cancellation Policy

- Cancellations with less than 24 hours of advance notice from the start of the scheduled service will result in a cancellation fee equal to 50% of the visit price.
- 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.

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6. Backup Caregiver

It is strongly encouraged that all Clients have a backup caregiver who can access the property in the event the Sitter is unable to provide services due to illness, injury, or unforeseen circumstances.

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7. Service Availability

UpDog Pet Services is open 6 days per week Monday–Saturday, with limited availability on Sundays as well as on certain major holidays. Additional fees apply for services scheduled on major holidays. The Company is closed on specific holidays. Availability is subject to staff needs.

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8. Termination

The professional relationship between the Client and Pet Sitter can be terminated by either party at any time, with or without reason or cause.

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9. Rate Changes

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.

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10. Equipment and Safety

Please ensure that all equipment used for walking must be properly fitted and in good condition or we will not be able to walk your dog. Collars and harnesses must be properly adjusted to prevent escape. Leashes, collars, and harnesses with noticeable wear, rips, or serious fraying will not be accepted. 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.

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11. Extreme Weather Policy

Visits will not occur under extreme weather conditions. Canceled appointments due to extreme weather will not be subject to the cancellation policy.

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12. Access to Property

Owners must provide access to the house in their absence. Keys or codes must be provided to the Sitter for entry. UpDog Pet Services is not responsible for the theft or loss of keys left outside the home.

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13. Emergency Protocol

Clients must be accessible by phone, email, or text message for scheduled bookings. In the event of an emergency, the Sitter will employ best judgment to provide care and services.

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14. Health and Medication

Clients must notify UpDog Pet Services of any health or behavioral changes/issues in their pet(s) before the next scheduled service begins. Detailed instructions must be provided for pet medication administration.

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15. Additional Pets

This agreement covers pet care for the Client's legally owned pet(s). Additional pets are not covered by this agreement, and the Pet Sitter is not liable in the event of injury or death.

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16. Behavioral Assessment and Right to Decline Services

UpDog Pet Services reserves the right to assess the behavior of any dog(s) prior to providing walking services. If, during the initial evaluation or at any time thereafter, the dog(s) display behavioral issues that may pose a risk to the safety of the dog walker, the dog, other dogs, or members of the public, UpDog Pet Services reserves the right to decline or discontinue services.

By signing this agreement, the Client acknowledges and agrees that UpDog Pet Services prioritizes the safety and well-being of all animals and individuals involved in its services. Any decision to decline or discontinue services based on behavioral issues is final and made in the best interest of all parties.

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17. Safety and Liability Concerns

Certain behaviors create risks that go beyond ordinary challenges. These are **serious safety concerns and potential insurance liabilities** that mean a dog is **not eligible for neighborhood walks until training is in progress**:

- **Excessive leash pulling** – If a dog can throw a walker off balance, it creates a fall risk, potential injury, and insurance exposure. Walkers will not risk being pulled off their feet.
- **Picking up items off the ground** – We understand that dogs occasionally go after things! However, if this becomes a consistent problem, then It needs to be addressed. From chicken bones to street trash, this poses choking and poisoning hazards. In order for walking services to continue, the dog must:
    - Be enrolled in and making progress through a **basic obedience training course that includes impulse control foundations and a reliable "leave it"**, or

    - Be trained to **comfortably and willingly wear a muzzle**.
      Note: A muzzle will never be forced onto a dog against its will. If the dog has not been properly muzzle-trained, walking services will be discontinued until progress is made.

- **Reactivity to dogs, people, or cars** – Lunging, barking, or aggression makes every walk unsafe and significantly increases liability risk. Left unaddressed, these behaviors often escalate into fear or aggression.
- **Flopping/shutdown outdoors** – If a dog refuses to move or shuts down in fear, we cannot safely guide them out of a situation. This increases stress and risk while leaving the dog vulnerable in emergencies.

These behaviors are not something a walker can "work around." They represent **direct safety hazards and liability risks** for the Company and require **behavioral training**, not continued walks.

Drop-In Option: Clients whose dogs present these behaviors are welcome to use our drop-in service. This includes bathroom breaks, play, and enrichment **at home or in the backyard only**. We will not leave the property, and outdoor time may be limited depending on the severity of the behavior.

Training Requirement: We do not require that training be done through UpDog Pet Services, but progress through a qualified training program must be demonstrated before neighborhood walks can resume.

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18. Vaccinations

All pets in the care of UpDog Pet Services are required to be up to date on vaccinations as recommended by the Client's licensed veterinarian. It is the Client's responsibility to ensure that vaccination records are current.

UpDog Pet Services is not responsible for any illness, injury, transmission of disease, or other consequences that may occur as a result of the Client's failure to maintain appropriate vaccinations.

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19. Animal Welfare and Conditions of Care

UpDog Pet Services is committed to the well-being and humane treatment of all animals in our care. We cannot and will not be a party to neglectful conditions. While we recognize that care routines vary, we are obligated to speak up if we observe:

- Prolonged confinement (e.g., excessive time spent crated)
- Unsanitary living conditions (e.g., frequent exposure to urine/feces)

- Underfeeding or dehydration
- Consistent lack of physical or mental stimulation (e.g., chronic under-exercise)

In such cases, we will first provide educational information and reasonable recommendations, which may include changes to the dog's routine or environment, or referrals to training services. Behavioral issues that create safety risks are addressed separately in Section 17: Safety and Liability Concerns.

If recommendations are repeatedly ignored and conditions do not improve, UpDog Pet Services reserves the right to terminate services. We will not compromise the safety of our staff, other clients' dogs, or the reputation of our company by continuing to serve an environment that is unsanitary, unsafe, or demonstrably neglectful.

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20. Agreement Validity

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

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21. Violations

If the terms set forth in this agreement are violated, UpDog Pet Services may discontinue providing services.

Client states they have read this agreement in its entirety and fully understand and accept its terms and conditions.

Client Signature: _____

Client Name (Print): _____

Date: _____

Damage Release Form

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.

Client states they have read this agreement in its entirety and fully understand and accept its terms and conditions.

Client Signature: _____

Client Name (Print): _____

Date: _____

Veterinary Release Form

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.
Client states they have read this agreement in its entirety and fully understand and accept its terms and conditions.

Client Signature: _____

Client Name (Print): _____

Date: _____