

Eva and Val's Puppy Pals

449 W Silver Star Rd Unit 593

Ocoee, FL 34761

(954) 662-3021



Pet Sitting Services Agreement

[Client's Name]

[Client's Address] [City, State, ZIP]

[Email Address]

[Phone Number]

This pet sitting contract (“Agreement”) is made effective on January 1, 2025. In this Agreement, the party who is contracting to receive services will be referred to as “owner” and the party who is providing the services referred to as “provider”.

Whereas the Owner wishes to engage the Provider and the Provider agrees to undertake the services under the terms and provisions defined in this Pet Sitting Contract as well as the Pet Registration Form which shall all become part of this Contract. Any reference to pets in this contract shall refer to those specified on the Pet Registration Form.

1. **Services Provided:** The Provider agrees to provide pet sitting services for the Owner and their pets on the designated dates indicated on the Pet Registration Form and confirmed on the invoice provided via email. services may include feeding, exercise, grooming, and any other agreed-upon tasks related to the care of the pet(s). The Provider will provide the necessary care and attention to ensure the health and well-being of the pet(s). This includes feeding according to provided instructions, daily exercise, and maintaining a safe and clean environment.

2. **Hours of Operation:** The Provider is responsible for maintaining updated hours of operation on their website. The Provider is responsible for notifying the Owner of the reserved window for pick-up and drop-off time for all daycare and boarding services on the booking invoice. The Owner is responsible of notifying the Provider of any changes to the pick-up and drop-off times as soon as possible. Any changes to the pick-up or drop-off times indicated on the booking invoice by the Owner after confirmation of the booking will be subject to availability and agreement by the Provider. The Provider will not be held liable for accommodating any changes to the pick-up or drop-off times made by the Owner. If the Provider is unable to accommodate the changes requested the Owner may terminate the booking but will still be held to the terms of this Agreement regarding compensation and refunds.

3. **Compensation:** The Owner agrees to pay the FULL Agreed Upon Amount in the invoice provided via email by the provider for the pet sitting service prior to initiation of the services. If the Owner does not pay the FULL Agreed Upon Amount within 24 hours of the Provider initiating services this contract will be NULL and the Provider will not be responsible for providing services.

Holiday Deposits: Booking deposits will be required for booking confirmation for the designated holiday dates below if the booking overlaps with any of the days listed. A booking deposit of \$100 will be due at the time of confirmation between both parties to engage in this agreement in order to reserve the services for the designated dates on the Pet Registration Form. Should the amount for the entire duration of pet sitting services be less than \$100 then a 100% booking deposit will be due in order to reserve the services for the designated dates on the Pet Registration Form. If the Owner does not pay the deposit within 24 hours of confirmation they will forfeit the reserved dates for pet sitting services. Holiday deposits are NON-REFUNDABLE, regardless of services rendered. The designated holidays shall be:

- Martin Luther King Jr. Day Weekend (Friday prior through Tuesday after)
- President's Day Weekend (Friday prior through Tuesday after)
- Memorial Day Weekend (Friday prior through Tuesday after)
- Independence Day (Up to 3 days prior through 3 days after)
- Labor Day Weekend (Friday prior through Tuesday after)
- Thanksgiving (Monday prior through Sunday after)
- Christmas (Up to 7 days prior through 7 days after)
- New Years (Up to 7 days prior through 7 days after)

In addition, the surcharge of \$10 per day will apply for the holiday dates designated for overnight stays.

4. **Refunds:** The following instances will warrant a refund by the Provider to the Owner:
- Changes/cancellations by the Owner made within 24 hours of initiation of services.
 - Termination of this contract by the Provider outside of failure to comply to the agreed upon terms set forth in this Agreement by the Owner

Once within the 24 hour window of service initiation, services will be considered **RENDERED and NO REFUND** will be issued regardless of late departure or early return of the Owner. No credits will be provided in lieu of refunds.

5. **Photography/Videography:** During the course of the services being provided, the Provider will take pictures and may include videos of the Owner's pets. These pictures and videos may be used to provide daily updates to the Owners via text or email. By agreeing to the terms of this contract, it is agreed that the Providers will have full

authoritative use of the photography/videography for marketing in public spaces, public events, and social media websites, as deemed appropriate. Should the Owner wish for their pet to not be photographed they are to notify the Provider at the start of the booking of their request and agree to opt out of the daily updates messages.

6. **Emergency Situations:** In case of an emergency or illness of the pet(s), the Provider will make every effort to contact the Owner and obtain appropriate veterinary care. Should the Provider be unable to reach the Owner within 2 hours of an emergency, the Provider is authorized to transport the pet(s) to their listed veterinarian, request on-site treatment from a veterinarian, or transport the pet(s) to an emergency clinic if the listed veterinarian is not a feasible option. The Owner shall be liable for all medical expenses and agrees to either contact the treating veterinarian to provide payment or reimburse any veterinary expenses incurred on behalf of the pet(s).

7. **Liability:** The Provider will take reasonable precautions to ensure the safety of the pet(s) in their care. However, they are not responsible for any injuries, illness, or loss of the pet(s) that may occur during the agreed-upon period unless it is determined that such injury, illness, or loss occurred as a result of neglect by the Provider. The Provider shall not be liable for any mishap of whatsoever nature which may befall a pet or caused by a pet who has unsupervised access to the outdoors.

8. **Key/Access:** For drop-ins, walks, and transportation services, the OWNER is responsible to provide a key/access to the premises to allow for the care of the pet(s) during the specified dates. If key/access is failed to be provided the provider will make effort to contact the Owner to obtain key/access to the premises. If the Owner does not provide key/access within 30 minutes of services initiating then the provider will not be responsible for providing services and this contract will be considered NULL. The provider will handle the key/access with utmost care and confidentiality.

9. **Termination:** Either party may terminate this contract with written notice at least 7 days prior to the agreed-upon start date. The Provider shall not terminate this contract less than 7 days from initiation of services unless an extenuating circumstance were to exist or the Owner fails to meet their responsibilities set forth in this contract. The Owner may terminate this contract with written notice within 24 hours prior to the agreed-upon start date. The Owner agrees to forfeit any deposits made as set forth in this contract should they terminate the contract with less than 7 days notice. The Owner agrees to forfeit the full invoice amount should they terminate the contract with less than 24 hours notice to the Provider.

Any wrongful or misleading information in the Pet Registration form may constitute a breach of terms of this Agreement and be grounds for instant termination thereof.

Should any pet become aggressive or dangerous, the Provider will notify the Owner immediately. It will be the Owner's responsibility to arrange care for the pet within 24 hours of being notified and this Agreement will be deemed terminated unless the

Provider agrees to continue with other home caring duties and/or caring for other listed pets at no reduction in compensation.

10. **Indemnification:** The parties agree to indemnify and hold harmless each other as well as respective employees, successors and assigns from any and all claims arising from either party's willful or negligent conduct.

11. **Governing Law:** This contract shall be governed by and interpreted in accordance with the laws of Florida.

12. **Agreement:** By the Owner paying the deposit or booking invoice amount and the Provider accepting payment, both parties acknowledge and agree to the terms and conditions outlined in this Agreement.