

Furbaby Pet Care, LLC

Terms & Conditions 2024

1. All scheduled visits will be governed by all the terms of this contract. We appreciate as much advance notice as possible but will make every effort to accommodate all requests.

2. The fee per visit depends on what the client chooses. The total number of visits expected during the first scheduled service period is dependent on what the client and Furbaby Pet Care LLC decide upon. The initial meet and greet is free. Any other meeting after will be \$20.

3. Cancellation Policy

Pet Sitting

- We require a 50% deposit to reserve your pet sitting visits.
- We have a 2-week cancellation policy for our pet sitting visits. If you cancel before this time, you will receive your deposit as credit for your next service.
- Any cancellations made after the 2-week notice will result in forfeiture of your deposit.
- Cancellations made 48 hours or less before scheduled pet sitting visits will result in full payment.
- Holiday cancellations require 4 weeks' notice. If not, full payment is required.
- Returning home early: Because there has been a reserved time for pet sitter visits, money will not be refunded or credited.

Dog Walking

- Our dog walking cancellation policy is flexible.
- You can cancel a visit without a fee if canceled before 9 AM on the day of the service.
- If you cancel after 9 AM on the day of the service, you will be charged for the visit.
- If you need to cancel, calling the office will work best. You will get an email notification when your walk has been canceled, and the credit will be added to your account.

4. Pet Sitter is authorized to perform care and services as outlined on this contract. Both Pet Sitter and Client recognize that animal welfare is the highest priority. If, in Pet Sitter's judgment,

additional services become necessary during the service period to properly care for the animal, Pet Sitter will first make reasonable attempts to contact the Client. If Client cannot be contacted for whatever reason, Pet Sitter is authorized to undertake such additional steps as may, in the reasonable judgment of the Pet Sitter, be necessary or appropriate for the health and welfare of the animal, including but not limited to (a) additional visits by Pet Sitter to provide care for the animal; (b) consultation with Client's Veterinarian listed above, or with an emergency veterinary care provider should Client's Veterinarian be unavailable; (c) authorizing care and treatment as recommended by Client's Veterinarian or an emergency veterinary care provider (excluding euthanasia) up to a maximum cost of \$_____; and (d) such other steps as may, in the reasonable judgment of Pet Sitter, be necessary or appropriate for the health and welfare of the animal. Client agrees to be responsible for all fees and expenses incurred for care and treatment of the animal pursuant to this paragraph and releases and holds Pet Sitter harmless from all liabilities related to transportation, treatment, and expense. Client agrees to reimburse Pet Sitter/Company for any expense incurred, plus any additional fees for attending to animal needs or any expenses incurred for any other home/food/supplies needed.

5. In the event of inclement weather or natural disaster, Pet Sitter is entrusted to use best judgment in caring for pet(s) and home. Pet Sitter/Company will be held harmless for consequences related to such decisions.

6. Pet Sitter agrees to provide the services stated in this contract in a reliable, caring, and trustworthy manner. In consideration of these services and as an express condition thereof, CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AGAINST PET SITTER/COMPANY ARISING OUT OF OR RELATING TO THE PROVISION OF SERVICES HEREUNDER, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER/COMPANY. SHOULD PET SITTER OR ANY AUTHORIZED PERSON ACCOMPANYING PET SITTER SUSTAIN ANY INJURY, DISEASE, OR OTHER HARM IN THE COURSE OF PROVIDING SERVICES HEREUNDER, CLIENT WILL INDEMNIFY PET SITTER/COMPANY AND HOLD IT HARMLESS WITH RESPECT TO ALL LOSS, EXPENSE, AND DAMAGE CAUSED THEREBY, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER/COMPANY.

7. Client acknowledges that payment is due before or on the first day of service. A \$10 late charge will be applied after one week after service. A handling fee of \$25 will be charged on all returned checks. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.

8. In the event of personal emergency or illness of Pet Sitter, Client authorizes Pet Sitter to arrange for another qualified person to fulfill responsibilities as set forth in this contract. In such a case, Pet Sitter will remain fully responsible for the proper discharge of all services under this Agreement. Every attempt will be made to notify the client regarding such a situation.

9. All pets are to be currently vaccinated.

10. Pet Sitter and Client each may terminate this contract at any time by written notice to the other. Pet Sitter will be entitled to payment for all services rendered until notice of termination is

received, and for any transition services required to provide for the health and welfare of Client's pets. Pet Sitter will not terminate during a period of scheduled service unless Pet Sitter determines, in his/her sole discretion, that a danger exists to the health or safety of Pet Sitter. If such concerns preclude Pet Sitter from providing further care of the pet, then Client authorizes the pet to be placed in a kennel, with all charges therefrom to be charged to Client. Every attempt will be made to notify the Client regarding such a situation.

11. For liability reasons, we are unable to job-share with other pet-caregivers during your absence, i.e., other non-Furbaby Pet Care pet sitters, your friends, family, neighbors, etc. Once you retain Furbaby Pet Care to care for your animals, we are then legally responsible for their care. Any introduction of other caretakers or persons into your household during your absence will result in our inability to continue care. If you think your situation is unique, please let us know prior to your departure, and we will be happy to discuss it with you. If it is determined that another person will be job sharing, all liability of Furbaby Pet Care will be waived.

12. Pet owners agree to secure homes prior to leaving the premises before services. Pet sitter is not liable for loss or damage in the event of a burglary or other crime which should occur while under this contract.

13. Client acknowledges that by signing below, he/she is providing written approval for the provision of services by Pet Sitter during any service period scheduled by Client and accepted by Pet Sitter. Upon such scheduling and acceptance, Pet Sitter/Company will be authorized to enter Client premises and perform services without additional signed contracts or written authorization and to accept telephone reservations for future visits.

14. Furbaby Pet Care is operated by myself (Brooke-Lyne Grimes) and my husband (Drake Grimes). We will personally handle all pet care responsibilities. In the event of a personal emergency or illness, either myself or my husband will always be available to ensure continuity of care unless there is absolutely no alternative.

15. This agreement is valid for all future walks until a new agreement is signed.

16. Furbaby Pet Care LLC agrees to love and care for your pet whilst you are away or at work.

Payment

- Payment is due before or at the start of a walking or drop-in service. If not, a late charge of \$10 will be added to the balance, and a billing invoice will be sent in the mail a week later.

- We require a 50% deposit to reserve your pet sitting visits. The rest of the amount is required at the beginning of the visit. Failure to pay the full amount before or at the beginning of a pet sitting service will result in the cancellation of your visit and you forfeit the deposit.

Leads

- It is extremely important that suitable leads are provided. If your pet pulls excessively, please provide a lead to cater to this. If suitable leads are not provided, appropriate leads owned by the pet walker will be used. If you do not wish this to happen, please inform the pet walker.

Weather

Heat

- When the weather is extremely hot and it's evident the pets are struggling in the heat, walks of 30 minutes or more will be shortened accordingly. The visit will still be the full scheduled duration, but walks may be shortened to enable Furbaby Pet Care LLC to cool the pets down and make sure they are comfortable before leaving. The determination of how the pet is handling the walk will be made by us to ensure the pet's well-being.

Rain and Wind

- Walks will be normal unless winds are gale force. In this case, owners will be informed that walks of 30 minutes or more may have to be shortened to enable Furbaby Pet Care LLC to reach all pets booked in for walks due to traffic disruption.

Freezing, Ice, and Snow

- If the weather is below freezing and paths are icy, walks may be canceled due to safety issues.

Pet Walker Days Off

- 7 days' notice will be given for any days off the pet walker will be absent from walks.

Data Protection/privacy policy

Furbaby Pet Care LLC takes the privacy of our clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for us to inform you of the information we keep about you and your pet, how we use it, and how it is stored.

We store the following information about your pet on their consent forms, which are secured by a password on our computer system.

- Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.
- Your pet's age, breed, color, gender, etc.
- If your pet has likes/dislikes during their walks
- If your pet has been nervous, excited, or aggressive during their walks
- Any medical issues that you have provided us with?
- The amount you spend on walks with us.

We will only use your personal information in the following ways:-

- to respond to any inquiries made by yourself to us
- to send appointment reminders via email and text message
- to send any special vouchers or promotions
- for market research purposes
- for record keeping purposes
- to deal with inquiries and complaints
- to contact you about your appointment, pet collection or drop off, cancellations, rescheduling, or emergencies
- To ask you for a review

It is an explicit requirement that we have a minimum of your name, address, and phone number so that we can send walk updates reminders/changes or if we urgently need to contact you when your pet is in our care.

Unfortunately, we CAN NOT accept a pet for walking without valid, up-to-date contact details.

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, walk updates, and appointment reminders. No other details are held on my mobile phone. This information will not be available to anyone other than me and will be protected by a passcode only I have access to. You may ask to view your details at any time. If you would like your information destroyed please let us know and we will do so at your request.

Any non-returning customer details will be destroyed within 1 year of non-attendance of walks. We send out newsletters that you can opt out of at any time. We will ask your permission before adding you to our mailing list.

We like to take pictures of our pets having fun on their walks to share on our socials, we will only share if you have agreed for us to do so in our consent forms. All photos taken are copyright of Furbaby Pet Care.

Veterinary Release Form

By signing this agreement, I, [Your Name], acknowledge and agree to the following statements in case of an emergency at Furbaby Pet Care LLC.

In the event my pet, [Pet's Name], requires emergency veterinary care due to an accident or illness, I authorize Furbaby Pet Care LLC to seek such care if all efforts to contact me have been made and I am unavailable.

I understand that Furbaby Pet Care LLC strives to prevent accidents and injuries, but acknowledge that such incidents may occur despite their best efforts.

I consent to Furbaby Pet Care LLC attempting to obtain veterinary care from the vet listed on my introduction forms. If this is not possible, I authorize treatment from an alternative veterinary practice and permit the alternative vet to access my pet's medical records.

I give permission for my pet to be safely transported to the veterinary clinic or for on-site care to be provided as necessary.

I accept full financial responsibility for any veterinary care rendered and agree to reimburse Furbaby Pet Care LLC for any payments made on my behalf within 14 days of the incident.

I understand and agree that Furbaby Pet Care LLC will not be held liable for any injury or loss and is released from any responsibility related to transportation, treatments provided, or any associated costs.