

Terms and Conditions

Please read this Agreement Carefully. This is a binding Contract between you, hereinafter referred to as the "Client", and Krystal's Pet Sitting hereinafter referred to as "Krystal's Pet Sitting", and "Pet Sitter".

Your acceptance is required before contracting our services. This agreement constitutes a **legal signature**.

General Liability

1. Client affirms that by entering into this agreement, Pet Sitter is specifically authorized to accept all future appointment reservations and Client's requested Pet Sitter may enter Client's home without additional signed contracts.
2. Services requested are not guaranteed until a confirmation has been texted or emailed to the Client. Client agrees to review any reservation confirmations and promptly notify Krystal's Pet Sitting of any discrepancies.
3. Krystal's Pet Sitting is authorized to perform care and services as outlined in this agreement, and the care instructions listed on the Veterinary Release Form. The terms of this document apply to all the pets owned by the client, including any and all new pets that the client obtains on or after the date this document was signed, at any and all locations the client designates for service.
4. Krystal's Pet Sitting is not responsible for any damage to property owned by Client, additional visitors in the home, or third parties unless such damage is caused by a negligent act of Pet Sitter. This includes, but in no way is limited to, water or gas leaks, malfunctioning air conditioning/heater systems, malfunctioning refrigerator/freezers, malfunctioning aquariums and animal habitats, electrical problems, acts of nature or damage caused by your pets. In these situations, the Pet Sitter will attempt to contact the client and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client.
5. Client must have legal rights to place the animal(s) in the care of pet sitters, kennels, and veterinary clinics. The pet sitter cannot service a home with "visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms accepted and signed by each rightful owner(s).
6. Client will be responsible for all medical expenses and damages resulting from an injury to a pet sitter, or other persons, by the pet. Client agrees to indemnify, hold harmless, and defend Krystal's Pet Sitting in the event of a claim by any person injured by the pet. With the interaction of pet(s), there is always a chance of injury and the possibility of infectious disease. The client assumes all risk of injury or illness to the client's pet(s) during or after pet sitting care.
7. The Client is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness/leash for walks or in case of emergencies, pooper-scoopers, litter boxes, food dishes, cleaning supplies, medicines, pet food, and cat litter.
8. If the Client authorizes the Pet Sitter to purchase supplies necessary for the satisfactory care or performance of duties, the client agrees to be responsible for the payment of such items as well as the service fees for obtaining items and will reimburse Krystal's Pet Sitting within 48 hours for any/all purchases made.

Client Responsibilities

1. Client agrees to inform Krystal's Pet Sitting of everyone that has been granted access to the home during the service period and provide contact information for such individuals should the Pet Sitter have any questions regarding the pet(s) care arise.
2. Client agrees to notify Krystal's Pet Sitting upon their return home at the end of a scheduled reservation. For the safety of the pets, if the Pet Sitter does not hear from the Client, Pet Sitter may continue to provide services until Client has confirmed they have returned. Continued services will be billed at the Pet Sitter's current rate.
3. Client agrees to notify Pet Sitter of any Alarm or Security Systems in the home that may need to be disarmed upon entry to avoid having law enforcement called to the home. Client agrees to provide the pet sitter any codes or instructions to disarm said systems should Client decide to arm them before leaving the home.
4. Client is responsible for pet-proofing the house and yard, and any security fences/gates/latches. If pets have unsupervised access to the outdoors, Krystal's Pet Sitting will not be responsible for the safety of said pets and will also not be liable for the death, injury, disappearance, or legal consequences.
5. Client agrees to fully disclose any behavioral issues of the pet to the Pet Sitter including but not limited to, reactivity issues, anxiety issues, aggression issues, resource guarding, and previous bite history, prior to service. Failure to disclose the pets past or ongoing behavior may result in cancellation of services and the Client may be subject to the cancellation policy.
6. Client understands they are responsible for providing an emergency contact that does not live with the Client and is able and willing to provide continued care for the pet(s) should an emergency occur, or the Pet Sitter discontinues service for any reason.
7. Client agrees to notify their emergency contact of any requested or booked service periods with Krystal's Pet Sitting, to ensure they are aware they may be contacted during that time should an emergency occur, or the Pet Sitter discontinues service for any reason.
8. Client agrees to keep their Veterinary Release Form up to date with their most recent preferred veterinarian and any medications with their correct dosage as prescribed by their veterinarian that their pet requires.
9. Client agrees to keep their Veterinary Release Form up to date with any and all pertinent information Pet Sitter requires to perform their duties.

Pet Sitter Responsibilities

1. Krystal's Pet Sitting agrees to provide services in a caring, trustworthy manner.
 - a. Client agrees to discuss any concerns with Krystal's Pet Sitting within 24 hours of return after services.
2. Krystal's Pet Sitting is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract. Client agrees to secure the home prior to leaving. Krystal's Pet Sitting agrees to re-secure the home after each visit.
3. In the event of inclement weather or natural disaster, Pet Sitter will use their best judgment in caring for Client's pet(s) and home but will not be held responsible for any damage to Client's home or injury to Client's pet arising from such decision. Pet Sitter will make best efforts to see to the Clients pet's safety/care should such events occur but cannot guarantee it.
4. Krystal's Pet Sitting is authorized to seek any emergency veterinarian assistance needed during visits, at the cost to the client, from any veterinarian chosen by the sitter. The Pet Sitter will do their best to communicate with the client and/or the clients listed emergency contact prior to engaging a veterinarian's office for emergency care. However, the primary responsibility is the well-being of the pet, and prior authorization with the client is not required before securing such

services. However, the Pet Sitter is not responsible for the health/well-being of the animal. Client releases Pet Sitter from any and all liabilities related to transportation, treatment and expenses.

5. Krystal's Pet Sitting agrees any pictures or videos taken of a client's pet will be used solely for the purposes of documenting and sharing the pet's well-being with the client.
6. Krystal's Pet Sitting agrees to obtain explicit permission from the client either in writing or on the clients Time to Pet Portal before using any pictures of the clients pet on social media or marketing materials. The client has the right to deny permission for the Pet Sitter to take pictures or videos of their pet without any negative consequences to the quality or availability of pet sitting services. Pictures or videos will not be used to disclose personal or private information about the client or their pet without proper authorization.

Camera Policy

1. CAMERA USAGE:
 - a. The Client is allowed to install cameras in the areas of the home where the pet sitting services will be provided, provided that:
 - b. The cameras are used solely for the purpose of monitoring and ensuring the well-being of the pets.
 - c. The cameras do not invade the personal or private areas of the Pet Sitter, such as bedrooms or bathrooms.
2. NOTIFICATION:
 - a. The Client must inform the Pet Sitter if cameras will be present in the home.
3. PET SITTER'S PRIVACY:
 - a. The Client acknowledges and agrees to respect the Pet Sitter's privacy during the pet sitting period.
 - b. The Pet Sitter must be allowed to work without feeling constantly monitored or recorded, ensuring a comfortable and professional environment.
4. CAMERA FOOTAGE:
 - a. The Client agrees to use camera footage solely for the purpose of monitoring the well-being of the pets and for their own personal use.
 - b. The Client shall not share, distribute, or use the camera footage for any other purpose without the express written consent of the Pet Sitter.

In the event of an Emergency Policy

1. Client agrees to allow Krystal's Pet Sitting to seek veterinary service from a veterinarian or clinic in the event that any of the client's pets appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of the Pet Sitter.
2. Client agrees that if their preferred Veterinarian is not available, Krystal's Pet Sitting has permission to seek care at another facility.
3. Client understands that efforts will be made to contact them regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible.
4. Client understands that Krystal's Pet Sitting do their absolute best to prevent accidents and injuries, and that such problems may occur no matter how well the pet is cared for. Client agrees to allow Krystal's Pet Sitting to use their best judgment in handling such situations and understands that Pet Sitters are not liable or responsible for the actions and decisions of the veterinary staff, and the health or death of the pet(s).
5. Client will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered including but not limited to diagnosis, treatment, grooming, medical

supplies, and boarding. Krystal's Pet Sitting is not responsible for any such fees and is under no obligation to pay for them. If Krystal's Pet Sitting does pay for such services, Client agrees to reimburse Krystal's Pet Sitting within 48 hours of the initial incident. If payment is not made within 48 hours, Client agrees to pay any late fees in addition to any court costs and/or legal and attorney's fees.

6. Client authorizes Krystal's Pet Sitting and their primary veterinarian to share all medical records of all their pet(s) with other veterinary clinics in an emergency in the interest of providing the best care for their ill or injured pet(s).
7. Client understands Krystal's Pet Sitting reserves the right to cancel services for a pet with potentially infections or aggressive conditions.

Payment and Cancellation Policy

1. Client understands and agrees that unless other arrangements have been made or agreed upon with Krystal's Pet Sitting in writing or via text/email, **payment is due in full 5 business days before services begin.**
2. Krystal's Pet Sitting currently accepts payment via **Venmo, Cashapp, Zelle, and Apple Pay.**
3. Client understands and agrees that service is not guaranteed until payment in full is received by Krystal's Pet Sitting.
4. Client understands and agrees that If payment is not received by the due date, their reservation may be canceled, and Client will be subject to the cancellation policy.
5. For services during/on Major Federal Holidays, Krystal's Pet Sitting may require a deposit due at time of reservation. Client understands that Holiday travel is a peak service time for pet care.
6. It is not unusual for trip plans to change at the last minute. However, when Krystal's Pet Sitting books services with the Client, they reserve exclusive time for the Client and their pets and have likely turned away other clients during that scheduled time. Therefore, the following cancellation policy applies with the exception of severe weather, and/or life-threatening emergencies:
 - a. **7-14 days notice: Invoices already paid will be refunded in full either to the clients payment method or as a credit to be used on future services. Invoices not already paid will not be charged.**
 - b. **3-6 days notice: Invoices already paid will be credited 50% of the service total to be used on future services. Invoices not already paid will be charged 50% of the service total.**
 - c. **Less than 48 hour notice: Invoices already paid will have no refund or credits issued. Invoices not already paid will be charged the full amount of the service total. Until payment is received, no future reservations will be booked.**
2. Reservations are made to plan availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled and/or not receive refunds or credits.
3. Client understands and agrees that partial refunds are applied as credits for future bookings unless otherwise requested.

Dog Walking Policy

1. Krystal's Pet Sitting takes the safety and comfort of Clients' pet(s) seriously; therefore the following guidelines are generally adhered to:
 - a. If the outside temperature is over 90F, Pet Sitter may make some alterations to the typical routine. Pet Sitter may decide to limit outdoor time. Pet Sitter may keep the dog off the hot pavement and instead opt to play some doggie games (fetch, frisbee, etc) in a shaded area. Pet Sitter may let Client's dog outside for a quick potty break, and spend the rest of the time indoors with the dog, engaging in some other activity the dog would find enjoyable.
 - b. If the outside temperature is below 40F, Pet Sitter may decide to adjust the typical routine similar in nature to above.
 - c. If it is currently snowing or raining outside, Pet Sitter may still go on the standard walk. Pet Sitter will be sensitive to the Clients dog's comfort and safety, and if Client's dog displays signs of discomfort, Pet Sitter will bring the dog to a better suited environment, such as in the client's home, or in the pet sitters' car to warm up. Pet Sitter will still spend the agreed upon time with the Client's dog.
 - d. If the Pet Sitter finds it necessary to adjust due to extreme weather, they will still spend the agreed amount of time with the client's pet. The only difference is they may not be out walking for extended periods of time due the dangers extreme weather conditions pose.
2. All dogs are **required** to wear a properly fitted harness/collar and will not be allowed off leash unless in a secure fenced in area such as the clients home.
 - a. Having a properly fitted harness on gives the pet sitter better control, discourages pulling in some cases; reduces neck strain, respiratory problems or neck injuries on the clients' dog; and reduces the danger of the clients dog escaping.
3. Client agrees to disclose any ill behaviors their dog may display while on the walk prior to service, such as but not limited to reactivity to other dogs, animals, or people, excessive pulling, bolting behaviors, ability to slip their lead, etc. Failure to disclose any known behavioral issues may result in the Pet Sitter canceling and/or refusing service in which case the Client may be subject to the cancellation policy.

This agreement is valid from the date signed and replaces any prior Legal Considerations agreements. Client agrees to any future term changes relayed verbally to the client, mailed or emailed in writing to the client or posted on our website under the heading Terms and Conditions.

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

Signature:

Date: