



Sacramento Pet Pals

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Website: [SacPetPals.com](http://SacPetPals.com)

## Sacramento Pet Pals (SPP) Terms and Conditions of Service

This Agreement is made between **Sacramento Pet Pals (SPP)** ("Service Provider") and the **Pet Owner** ("Client") \_\_\_\_\_ for the care, safety, and wellbeing of pets under the terms outlined below. By using SPP's services, the Client agrees to these Terms and Conditions, which may be updated at any time. Clients will be notified of updates in writing.

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### 1. Scope of Services

Sacramento Pet Pals offers the following services:

- Pet Sitting
- Dog Walking
- Drop-In Home Visits
- Overnight Visits
- Medication Administration
- Pet Transportation
- Other specialized pet care as mutually agreed upon

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### 2. Service Agreement

- A **Service Agreement** will outline the details of services, timing, and care instructions specific to each Client and pet. Client agrees to provide and maintain care instruction in the Precise petcare system.
- Changes or special instructions must be provided in writing and agreed upon before the service date.

- Services for Pet Sitting, Dog Walking, and Drop-In Visits are completed within a **2-hour window**; exact timing cannot be guaranteed.
  - Time-sensitive services (e.g., Overnight Visits, Pet Transportation) may be accommodated at SPP's discretion.
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### 3. Booking, Reservation, and Payment Terms

#### Fees and Payment:

- Service fees will be outlined in the invoice. Rates are subject to change, with advance notice provided.
- A booking is confirmed when:
  - The Terms and Conditions Agreement is signed and dated before the service start date.
  - 100% of the service bill is paid according to the stated terms.

#### Payment Deadlines:

- Full payment is required **96 hours (4 days)** before the service start date.
- If payment is not received by the 4-day deadline, SPP reserves the right to cancel the service.

#### Cancellation, Refunds, and Transfers:

- **72 hours before start date:** 25% of the service fee is retained.
- **48–72 hours before start date:** 30% of the service fee is retained.
- **24–48 hours before start date:** 50% of the service fee is retained.
- **Less than 24 hours before start date:** 100% of the service fee is retained.
- No refunds for early home arrivals. Transfers are at SPP's discretion.

#### Payment Authorization and Payment Methods:

**Automatic Payments:** You agree to save and maintain a valid credit or debit card in your Precise Petcare account, and we will automatically charge your stored payment method when an invoice becomes due. We do not accept cash, checks, money orders, or peer-to-peer transfers through Venmo, CashApp, Zelle, PayPal, or similar services.

**Third-Party Expenses:** SPP requires immediate reimbursement for third-party expenses such as veterinary medical care, pet supplies, and locksmith employment if we have paid for such expenses on your behalf. We will make every attempt to contact you to confirm your choice of action in the event third-party expenses are expected or have been incurred. If you cannot be reached in a timely manner, we will charge your stored payment method for the expenses, plus an additional 5% to cover the payment processing fees that are charged to us. It is recommended that you pay third-party vendors directly to avoid this fee.

**Rates & Extra Fees:** SPP service rates can be found on our website,

and are subject to change at any time and for any reason. Extra fees may be added for holidays, weekends, and after-hours. All primary service charges and extra fees will be detailed on your invoice and must be paid by the due date to maintain your reservation.

- **Precise Petcare system** accepts payment methods: **VISA, MasterCard, American Express..**
  - **Tips** are optional and can be submitted through the Precise Petcare system or in **CASH**.
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#### 4. Client Responsibilities

- **Pet Health:** Client warrants that pets are in good health, free from contagious conditions, and up-to-date on vaccinations. Vaccination records must be provided upon request.
  - **Emergency Contact:** Clients must provide emergency contact details and veterinarian information.
  - **Safety:** Clients must ensure a secure, pet-friendly environment, including access to the property.
  - **Supplies:** Clients must provide all necessary supplies (e.g., food, cleaning tools, leashes, litter). If supplies are not provided, SPP may purchase needed items and bill the Client.
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#### 5. Liability

- **General Liability:** SPP will exercise reasonable care to ensure pet and property safety. However, SPP is not liable for pet injuries or illnesses, except in cases of negligence.
  - **Emergency Care:** If a medical emergency arises and the Client cannot be reached, SPP is authorized to seek veterinary care at the Client's expense.
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#### 6. Keys and Home Access

- **Home Access:** Clients must provide keys, codes, or other necessary access arrangements.
  - **Key Management:** All keys are securely stored and returned upon request or service termination.
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#### 7. Behavioral Issues

- **Aggressive or Unsafe Behavior:** SPP may terminate services immediately if a pet displays aggressive or dangerous behavior. The Client is responsible for any resulting injuries or property damage.
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#### 8. Technology, Account Management and Communication

- SPP utilizes the **Precise Petcare system** for scheduling, communication, and payments.
  - Clients must create an account through the SPP client portal to access services.
  - Through the portal, Clients can:
    - Request services.
    - Update pet care and home details.
    - Manage payment information.
    - Communicate via pet journals (emailed after each visit).
  - By using the portal, Clients agree to Precise Petcare's terms and policies.
  - Clients shall communicate with SPP by business phone/text, video calls, email, pet journals. Service provider response and communication to client will be during business hours; unless there is an emergency during a service visit outside of business hours.
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## 9. Media Release

- SPP may use photos or videos of pets for updates, social media, or promotional purposes. Clients must notify SPP in writing if they do not consent.
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## 10. Security Camera Policy

- Clients must comply with **California Penal Code Section 647(j)** regarding invasion of privacy.
  - Clients must disclose all working cameras, particularly those in areas where sitter privacy may be affected.
  - Cameras in private spaces (e.g., bedrooms, restrooms) must be turned off during Overnight Visits. Violation of this policy may result in service termination.
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## 11. Confidentiality

- SPP will keep all personal and pet information confidential and will not share it without Client consent.
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## 12. Termination of Services

- Either party may terminate this agreement with written notice.
  - SPP may terminate services immediately if pet behavior, health, or safety is a concern.
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## 13. Governing Law

- This Agreement is governed by the laws of the State of California. Any disputes will be settled in the courts of Sacramento County.
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**By signing below, both parties acknowledge and agree to these Terms and Conditions.**

**Client Name:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Service Provider Name:** Sacramento Pet Pals · **Karen Khounnoraj**

**Service Provider Signature:**  \_\_\_\_\_

**Date:** \_\_\_\_\_