



Terms and Conditions

1. Elite Pet Service (EPS) agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring, and trustworthy manner. In consideration of the services and as an express condition thereof, the Client expressly waives and releases EPS from all claims against the company, its owners, employees, and representatives, except those arising from negligence or willful misconduct on the part of Pet Sitter.
2. Client agrees to notify EPS of any concerns within 24 hours of completion of services.
3. Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of services unless other arrangements have been made with EPS.
4. EPS shall exercise all precautions against sickness, injury, escape, loss, accidents, or death of pet(s) and Client agrees to indemnify, hold harmless and defend EPS in the event of a claim by any person injured or otherwise damaged by Client's pet(s), unless caused through negligence or willful misconduct on part of Pet Sitter.
5. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations.
6. EPS will follow the directions of the Veterinary Release Authorization in the case a pet should become injured or sick. It is the responsibility of the Client to make sure vet is aware Pet Sitter/EPS has authority to request care for your pet(s). Client will need to leave a credit card on file with the veterinary office in case your pet(s) need to receive care/emergencies. Pet Sitter is authorized to provide care and services as outlined in this contract, and both Pet Sitter and Client recognize that the welfare of the animal is the highest priority. If emergency services become necessary during the service period, Pet Sitter will make all reasonable attempts to contact Client before taking pet(s). If Client cannot be reached or refuses medical treatment for the pet, Pet Sitter is authorized to seek medical care for the health and welfare of the pet(s). If the pet's health is deemed a life-or-death emergency (poisoning, vehicular accident, unresponsive), Pet Sitter will contact Client as soon as the pet's life has been stabilized. Client agrees to be responsible for all fees and expenses incurred for care and treatment by providing credit card to vet office. Client agrees to reimburse Pet Sitter/EPS for any expenses incurred as a result of providing additional care for pet(s).
7. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) when the injury is caused by the pet(s).
8. Pet Sitter and Client each may terminate this contract at any time by written (text or email is acceptable) notice to the other.
9. Pet Sitter will not terminate providing services during a period of scheduled visits unless Pet Sitter determines, in his/her sole discretion, that a danger exists (from pet) to the health or safety of Pet Sitter. If such concerns preclude Pet Sitter from providing further care of the pet, Client agrees to contact their emergency contact to take over care of pet(s) until Client returns home. Client will be provided reasonable time (4 hrs) to make arrangements for their pet(s). If kenneling/boarding is necessary because emergency contact cannot be reached, Client agrees to cover any costs associated with placement.



10. This document gives EPS Pet Sitter authorization to enter the Client's listed address as needed to perform agreed upon services during scheduled visit.

11. A key is required to be held by Pet Sitter, even if a door code, alarm system, or garage door code is used to access the property. Power failure, garage door failure, or front door code error may prevent Pet Sitter from accessing your home to care for your pet(s). If no key is provided, a hidden key is acceptable. If client cannot be reached, and the service requires overnight care, the emergency contact will be contacted. If the emergency contact cannot be reached within a 2 hour period, or provide access to your home, a locksmith will be contacted and client will be responsible to cover the fees.

12. In the event of inclement weather, natural disaster or circumstances beyond our control, Pet Sitter is entrusted to use best judgment in caring for the safety of the pet(s) and home. If Client cannot be reached, Pet Sitter will contact emergency contact and coordinate pet's safety. Pet Sitter/EPS will be held harmless for consequences related to such decisions.

13. In the event of Pet Sitter's personal emergency, accident or illness, Client authorizes Pet Sitter to arrange for another qualified person to fulfill responsibilities as set forth in this contract. In such case, Pet Sitter will remain fully responsible for the proper care of the pet(s). Every attempt will be made to notify Client regarding such situation.

14. EPS will not provide services if there is someone other than the client in the home, and EPS will not be responsible for any negligence to the pet(s) or home if Client authorized other persons to enter the home.

15. Client understands EPS will NOT job share with anyone other than an EPS employee or representative, and EPS has the legal authority to refuse to provide any further service for the Client. EPS will not be responsible for any negligence caused by third party person entering the home, while Client is away.

16. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies additional pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase of necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to EPS within 14 days.

17. Client authorizes this contract to be valid approval for services and permits EPS to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations. However, Client must verify pet information is up to date in the portal, as the Pet Sitter will follow the instructions in the portal.

18. The terms of this contract apply to all pets owned by the Client, including a new pet(s) the Client obtains on or after the date this document was signed. New pet(s) obtained need to be entered into the portal, and vaccination records need to be provided before care can be provided.

19. 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/EPS.

20. Client is responsible to pay all fees owed, and EPS reserves the right to refuse future visits until invoice is paid in full.

I have read and agree to all terms stated above.

Elite Pet Service