

Honey Pals, LLC

Owner: Aqiyla Thomas

aqiyla@honeypalspetcare.com | (919) 473-6856 | HoneyPalsPetCare.com

~~~~ Service Agreement ~~~~

This contract is an agreement between **Aqiyla Thomas of Honey Pals, LLC** ("Pet Sitter") and _____ ("Client") for pet care services beginning on _____ and thereafter on an as-needed basis.

PET CARE AND PAYMENT

1. Pet care services will be provided at the following rate: \$ _____

Rates for subsequent services are subject to change.

2. Client authorizes the Pet Sitter to perform pet care services as outlined in Client Profile, Pet Profile, and Veterinary Release, which shall become part of this contract. Prior to any future pet care services Client agrees to notify the Pet Sitter of any changes to the information on these forms.

3. Emergency care: In the event that pet(s) being cared for require immediate medical attention, the Pet Sitter will attempt to contact the Client prior to obtaining emergency care. However, Client agrees that the Pet Sitter has the authority to act in the pet's best interest even if this means seeking medical attention prior to notifying Client. Client agrees to reimburse the Pet Sitter for any additional fees and/or expenses incurred while tending to emergency or veterinary care. All invoices and receipts will be provided to Client for reimbursement within 10 days of return for all costs incurred.

4. Inclement weather/Natural disaster/Act of war: In the event of inclement weather, natural disaster, or act of war the Pet Sitter is entrusted to use best judgment in caring for Client's pet(s) and home. Client recognizes that in the event of inclement weather, natural disaster, or act of war the Pet Sitter reserves the right to alter services outlined in this contract. In such cases, the Pet Sitter will attempt to contact the Client to outline emergency preparation and safety plans.

5. Personal emergency: In the event of personal emergency or illness of the Pet Sitter, Client authorizes the Pet Sitter to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this contract. In such cases, Client will be notified and provide information for an emergency contact.

6. Key/Fob return policy: If Client does not have a lockbox or a keycode for entry, Client may agree to allow the Pet Sitter to keep their keys/fob on file in a secure location to be let into the home for future pet care services. The Pet Sitter will not copy or redistribute your key/fob with anyone else other than use for pet care services. If Client prefers to have the key/fob picked up and returned, Client agrees to pay a \$15.00 pick-up/drop-off fee.

7. Locksmith: Client gives the Pet Sitter the authority to use the services of a locksmith in the event of malfunction of the lock, keys, or automatic door opener, unless Client specifies another way to

(_____ initial)

access the home. Client also agrees to reimburse the Pet Sitter within 7 days of return for all costs incurred, and to hold the Pet Sitter harmless for consequences related to the activities of the locksmith. In such cases, Client will be notified.

8. Payment: Client agrees to make payment in full prior to, or at the time of the first visit. Payments to the Pet Sitter can be made by cash, check (Checks Payable to: Aqiyla Thomas) and/or electronically through Venmo @honeypalspetcare.

9. Extra Services: Any charges for unplanned services will be due within 7 days of completion of service engagement. Invoice for additional charges (including receipts) will be texted or emailed to Client upon completion of service engagement.

10. Confirmation: Client agrees to text or call the Pet Sitter prior to leaving to confirm departure day/time, and again upon returning home to let them know that pets are safely at home. The Pet Sitter also agrees to text or call the Client to confirm that they arrived and departed prior to leaving pets safely at home. If Client expects to arrive home earlier or later than planned, the Pet Sitter must be notified as soon as possible.

11. Cancellation or early returns: The Pet Sitter requires Client to provide a cancellation notice by 12:00PM eastern time the day before the service begins, whereby the Pet Sitter will provide a full refund. If Client cancels later than 12:00PM eastern time the day before the service begins, Client will be charged 50% of the service fee.

LIABILITY

1. The Pet Sitter, its employees and/or independent contractors, agrees to provide the services in a caring, responsible manner. The Client waives and relinquishes any and all claims against The Pet Sitter, its employees and/or independent contractors, except those arising from negligence of the pet sitter. Client agrees to notify the Pet Sitter by phone, text, or email of any concerns related to agreed upon services within 24 hours of their return home.

2. Emergency contact: Client agrees to provide the Pet Sitter with contact information where he/she/they can be reached while away. Client will also provide a name and phone number of someone who is authorized to handle any major problems that may arise. If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision the Pet Sitter makes in regards to pet care or Client's home property.

3. Visitors: If anyone will be entering Client's home while it is under our care, Client agrees to notify the Pet Sitter in advance. The Pet Sitter will not enter an occupied home if we have not previously been made aware of any visitors. Similarly, unless we receive instructions from Client, we will not grant access to the home to any visitors. The Pet Sitter will not be held responsible for any damages incurred to Client's home or pet(s) by visitors. It is understood that anyone with access to the home

will be notified of the Pet Sitter's presence and vice versa. The police and the Client will be called, without exception, on all intruders or suspicious acts.

4. Outdoor access: The Pet Sitter will be responsible for closely monitoring your pet(s) during potty breaks and play in outdoor spaces while leashed and/or unleashed in a fenced yard. However, the Pet Sitter will not be held liable for the well being or actions of any pet with unlimited unsupervised access to outdoor spaces through a pet door.

5. Aggressive pets: If a pet has a history of biting or other aggressive behavior, the Pet Sitter reserves the right to refuse or cancel service. The owner will be liable for the pet sitter's medical expenses and/or damages that are the result of an animal bite or injury due to the pet's aggressive behavior. The Pet Sitter will make an

6. Vaccinations: Client agrees to provide the Pet Sitter with proof of current vaccinations for all pets. Should the Pet Sitter be bitten or otherwise exposed to any disease or ailment received from Client animal(s), Client agrees to pay all costs and damages incurred.

7. Future Services: Client authorizes this signed contract to be valid for future services without additional signed contracts or written authorization.

8. Photo and Video sharing: Client agrees to permit the Pet Sitter to share photographs and video of their pet(s) on their website and/or social media pages for promotional purposes only. No property location information will be provided with said photographs and video.

- ☐ Yes, I agree to the use of photo and video sharing of my pet(s)
☐ No, I do not agree to the use of photo and video sharing of my pet(s)

The Client states that they have read this entire agreement, and understands and agrees to its terms and conditions.

Printed Client Name

Client's Signature

Date

Pet Sitter Signature

Date