

~~~~ Pet Care Service Agreement ~~~~

This contract is an agreement between **Honey Pals, LLC** (“**Pet Care Provider**”) and myself (“**Client**”) for pet care services beginning at the time services are requested and thereafter on an as-needed basis.

PET CARE AND PAYMENT

1. Pet care services will be provided at the rate determined at services. Rates for subsequent services are subject to change.
2. Client authorizes the Pet Care Provider 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 Care Provider 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 Care Provider will attempt to contact the Client prior to obtaining emergency care. However, Client agrees that the Pet Care Provider 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 Care Provider for any additional fees and/or expenses incurred while tending to emergency or veterinary care. All invoices and receipts will be provided to the 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 Care Provider 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 Care Provider reserves the right to alter services outlined in this contract. In such cases, the Pet Care Provider 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 Care Provider, Client authorizes the Pet Care Provider to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this contract. In such cases, the 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 Care Provider to keep their keys/fob on file in a secure location to be let into the home for future pet care services. The Pet Care Provider 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 and drop-off fee each way.

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

8. Payment: The Pet Care Provider requires the Client to pay a non-refundable 25% deposit for all overnight stays and multi-day drop in visits. Client agrees to make payment in full prior to, or at the time of the first visit. Payments to the Pet Care Provider can be made directly through the [Time to Pet client portal](#), by cash, check (Checks Payable to: Aqiyla Thomas), [Venmo](#) (@honeypalspetcare), [CashApp](#) (\$honeypalspetcare), or [PayPal](#).

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 Care Provider 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 Care Provider also agrees to text or call the Client to confirm that they arrived and departed prior to leaving pets safely at home. If the Client expects to arrive home earlier or later than planned, the Pet Sitter/Walker must be notified as soon as possible. Extended care rates will apply to each pet in the home, if the end time on the final day of the stay is more than 2 hours later than the start time on the first day of the stay.

11. Cancellation & Early returns:. The Client will provide a cancellation or early return notice by 12:00PM eastern time the day before the service begins, whereby the Pet Care Provider will waive the remaining balance and/or reduce service fee for early return. 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 Care Provider, 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 Care Provider, its employees and/or independent contractors, except those arising from negligence of the Pet Care Provider. Client agrees to notify the Pet Care Provider 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 Care Provider 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 Care Provider 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 Care Provider in advance. The Pet Care Provider 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 Care Provider will not be held responsible for any damages incurred to the Client's home or pet(s) by visitors. It is understood that anyone with access to the home will be notified of the Pet Care Provider'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 Care Provider will be responsible for closely monitoring your pet(s) during potty breaks and play in both indoor and outdoor spaces while leashed and/or unleashed in a fenced yard. However, the Pet Care Provider 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 Care Provider 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. Written documentation will be provided to the Client of any injuries caused by a pet to the Pet Care Provider.

6. Vaccinations: Client agrees to provide the Pet Care Provider with proof of current vaccinations for all pets, if requested. Should the Pet Care Provider be bitten or otherwise exposed to any disease or ailment received from the Client's animal(s), the 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. Pet Care Provider will provide notice through email, with an addendum for any updates made to Honey Pals LLC pet care agreements.

8. Photo and Video sharing: Client agrees to permit the Pet Care Provider 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.

Client's Name

Client's Signature

Date

Pet Sitter Signature

Date