

Terms and Conditions

Please be sure to read carefully.

1. In the event of early return home, client must notify Pet Sitter promptly.
Should an assignment be canceled by the client during the booked dates, after services have started, the rest of the estimated cost for the entirety of the assignments will remain due to account for the blocked-out time for the original dates.
1. Raise the Woof and its employees are authorized by the client to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Should specified veterinarian be unavailable, The pet will be taken to the nearest emergency vet clinic.
2. Pet Sitter is authorized to approve medical and/ or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client agrees to reimburse Pet Sitter/ Company for expenses incurred, plus any additional fee for attending to this need or any expenses incurred for any other home/ food/ supplies needed.
3. In the event of inclement weather or natural disaster, Pet Sitter is entrusted to use best judgement in caring for pet(s) and home. Pet Sitter/Company will be held harmless for consequences related to such decisions.
4. Raise the Woof and its employees agree 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, the client expressly waives and relinquishes any and all claims against said Pet Sitter/ Company except those arising from negligence or willful misconduct of the part of the Sitter/ Company.
5. The client accepts full responsibility for PROMPT payment of invoice upon completion of services contracted. A finance charge of 15% per week will be added to unpaid balances after seven (7) days. A fee of (\$30) will be charged on all returned checks.
6. A deposit of \$100 is required on lengthy assignments (longer than 3 days) as well as for first-time clients. (your dates will not be confirmed until the meet&greet is booked and your deposit is received).

7. Clients with a history of late payment will be required to pay the full cost in advance, before services are rendered. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection. Deposits will go towards the total amount due but are nonrefundable in the event of cancelation due to the time being blocked out for your scheduled trip.
8. In the event of a personal emergency or illness of Pet Sitter, Client authorizes Pet Sitter to arrange for/oversee another qualified person (employed by Raise The Woof) or an emergency contact listed to fulfill responsibilities as set forth in this contract and disclose any necessary information, such as address, security codes, vet records, client contact information, etc. Clients will be immediately notified in such a case.
9. All pets are to be currently vaccinated. Should Pet Sitter be bitten or otherwise exposed to any disease or ailment received from Client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all costs and damages incurred by the victim.
10. Pet Sitter/Company reserves the right to terminate this contract at any time before or during its term. If Raise the Woof, in its sole discretion, determines that Client's pet poses a danger to health or safety of Pet Sitter, if concerns prohibit Pet Sitter from caring for pet, Client authorizes pet to be placed in a boarding kennel of the client's choice if available, with all charges there from to be charged to client.
11. Client authorizes this signed contract to be valid approval for future services of any purpose provided by this contract permitting Pet Sitter/ Company to accept telephone reservations for service and enter premises without additional signed contracts or written authorization.
12. All of the information provided may be saved for future bookings or emergency visits but will remain confidential between you and Raise the Woof staff. At your request we will delete your information, and you can fill out a new at the time of your next booking. All keys, passcodes, garage remotes et. Will be returned to the client promptly at the end of our stay or left in a secure location on the property at the client's request. While unlikely, should your pet sitter become locked out of your residence for any reason, you will be contacted to provide an alternative entry method, if unavailable, your pet sitter will contact a locksmith to regain entry. You may be contacted by the locksmith service to approve of this service.
13. All payments, regardless of your pet sitter will be paid through the company website pay link, This will be texted to you along with an itemized invoice at the end of your trip.

Payments are only to be made to accounts associated with Raise the woof or the owner. (Venmo upon request) You will not pay the individual pet sitter. We do accept cash and checks. Checks are to be made out to “Raise The Woof Pet care, LLC” Please inquire about your preferred payment method during your meet&greet. Tips are not required but always appreciated. Your pet sitter will receive 100% of any tips provided during payment (these may be paid directly to your sitter or left for them in a disclosed area)

14. The sole responsibility of Raise the woof is to ensure your pet’s needs and safety requirements are met. Any services beyond that may be considered complimentary at the pet sitters’ discretion but any liability beyond pet care responsibility will not be accepted by the petsitter/company
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PLEASE NOTE: The utmost care will be given in watching your pet(s) and your home. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any mishaps of any extraordinary or unusual nature (i.e., biting, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death or fines of pet(s) with access to the outdoors.

Non-Compete & Liability Disclaimer

Clients agree that Raise the Woof is not liable or responsible for any services, incidents, or outcomes that occur if a client independently engages with a pet sitter outside of the company's platform, roster, or scheduling system. This includes, but is not limited to, direct communication, booking, or payment arrangements made without the company’s involvement.

By signing below, clients acknowledge that once services are requested outside of Raise the Woof, any associated risks, liabilities, or disputes rest solely between the client and the individual pet sitter.

Privacy & Client Information

We take your privacy seriously. Any personal details you share with us, including addresses, access codes, keys, alarm instructions, and household notes are kept confidential and used only for your scheduled/requested services. No photos or videos taken during your pet’s visit will ever be saved, shared, or used for marketing without your permission; they are only intended to provide real-time updates to you. If you prefer that no media be taken at all, please discuss this

during your meet&greet. If you would like to authorize photo use outside of updates, such as featuring your pet on our social media platforms, you may complete our Pet Photo Release Form.

If you prefer that your information, not be stored between bookings, you may complete a new information form each time.

Surveillance & In-Home Cameras (Florida Law Notice)

While we understand safety concerns when it comes to your home and your pets, we ask that all surveillance devices inside the home, such as nanny cams, security cameras, or smart home monitoring systems be disclosed prior to the start of service. Under Florida law, individuals have heightened privacy protections inside a private residence. Hidden or undisclosed cameras placed in areas where a person reasonably expects privacy may violate Florida's surveillance and video-voyeurism statutes.

To ensure compliance with state law and to maintain a transparent, respectful working environment, clients must inform us of:

- Any indoor cameras that will remain active during service
- Whether those devices record audio, video, or both
- Any rooms or areas where cameras are present

We reserve the right to decline service if undisclosed or inappropriate surveillance devices are discovered, or if audio-recording devices remain active without sitter consent.

I acknowledge that I have reviewed and understand the contents of all listed terms and conditions (pages 1-4).

Client (printed)

Signature

Date:

