

Services Agreement

This is a contract for pet sitting services between **The Savvy Sitter, Pet Sitting and Dog Walking, LLC** ("Sitter") and You, the pet owner identified below in the Pet Owner Information Section. This contract has important provisions related to You, Your pet, and Your property. Please read it carefully.

PET OWNER INFORMATION

Name _____

Email _____

Address _____

Home Phone _____

Business' Phone _____

Cell Phone _____

EMERGENCY CONTACT

Name _____

Home Phone _____

Business' Phone _____

Cell Phone _____

2nd EMERGENCY CONTACT

Name _____

Home Phone _____

Business' Phone _____

Cell Phone _____

PREFERRED VET OR PET HOSPITAL

Name _____

Phone _____

Night Phone _____

Please inform Your veterinarian that The Savvy Sitter, Pet Sitting and Dog Walking, LLC / Savanna Westwood will be caring for Your pet.

ACCESS INFORMATION

Gated Community or Security System Instructions (do not write code)

PETS' NAMES & DESCRIPTIONS

Cat Dog Other _____

Cat Dog Other _____

Cat Dog Other _____

SERVICE NEEDED

Dog Walking Pet Sitting

Cat or Other Feeding

Pet Taxi

Rate _____

From (Date): _____ (Time): _____

To (Date): _____ (Time): _____

FEEDING TIME & INSTRUCTIONS

LOCATION OF PET FOOD

PLEASE LIST ANY SPECIAL NEEDS, DAILY MEDICINES HEALTH OR BEHAVIORAL CONCERNS:

ADDITIONAL SERVICES (NO EXTRA CHARGE)

Water Plants Alternate Lights

Pet Update by Text or Email Clean Litter

Bring in Mail, Newspaper, Packages

Open/Close Blinds/Curtains

NOTES

See Additional Terms and Conditions on Reverse

Services Agreement

PLEASE READ CAREFULLY AND INITIAL

I authorize Sitter to have access to my home in order to care for my pet(s).

If my pet(s) becomes ill, I understand that Sitter will notify me immediately, but if in the case that I can not be reached in a critical emergency, I authorize Sitter to transport my pet(s) to an Animal Emergency Hospital to receive medical treatment and authorize medical treatment. I agree to pay all expenses incurred at any emergency hospital. In addition to any third-party expenses incurred at the hospital, vet facility or otherwise, Sitter will be compensated for emergency services at an hourly rate of __\$55__/hr. Billing for such services shall begin when the pet is determined to need emergency services and shall be billed in half hour increments. The minimum increment for emergency services requiring transportation is 1.5 hours.

I have read and agree with (i) the Additional Terms And Conditions; and (ii) the Emergency Authorization Notice, each as attached hereto and made a part of herein regarding the subject matter therein, and any limitations on emergency services, any non-resuscitation, or the necessity of euthanasia.

I authorize Sitter to transport my pet or pets as necessary to carry out the purposes of this Services Agreement or to protect the health and safety of my pet. I acknowledge that transportation fees for scheduled services must be paid in advance.

I certify that my pet has all immunizations and permits mandated or required by the governmental agencies where my pets are primarily located, unless medically exempted due to age or medical conditions advised by a written letter from a Vet and/or Owner listing such exceptions. This must be uploaded in the Vaccination Section in Time to Pet and physical Copy left behind with Medical Records and Service Agreement.

I acknowledge that I must provide a leash and collar for any dog which will be taken out of my home, such leash and collar to be reasonably acceptable to a representative of Sitter. Furthermore, I acknowledge that it is my responsibility to provide suitable transportation carriers for any of my pets when I have selected transportation services.

I acknowledge that Sitter is not responsible for any damage to property or injury to my pet(s) in connection with any "catio" or similar indoor-outdoor space, or any "doggie door" pass-through from the inside of a building to the outside of a building. I also understand that I am responsible for ensuring that the dog door is in proper working condition and free of hazards to prevent injury or escape.

I hereby hold Sitter, its owners, officers, directors, employees subcontractors and agents (collectively "Sitter Releasees") harmless from and against any and all actions, causes of action, warranties, claims, suits, debts, sums of money, covenants, guarantees, promises, damages, judgments and claims of any kind or nature in connection with or arising out of this Services Agreement and the transactions and services contemplated thereby. I further agree to indemnify Sitter Releasees from and against any and all third party actions, causes of action, warranties, claims, suits, debts, sums of money, covenants, guarantees, promises, damages, judgments and claims of any kind or nature in connection with or arising out of the performance of this Services Agreement, including, without implied limitation, costs and fees associated with emergency medical care for my pets, unpaid grooming or vet care charges ordered by me, or any claims that my pet injured or caused damage to any third party while in the care of Sitter.

This Services Agreement will remain valid for future service, with the exception of any agreed changes in fees, frequency, or total number of visits. This Services Agreement may be terminated by either Party on notice to the other party and the payment by the Client of any outstanding charges. Notwithstanding any such termination, the provisions of this Services Agreement relating to release of liability and indemnification shall survive indefinitely.

Client's Signature

Date: _____

Accepted: The Savvy Sitter, Pet Sitting and Dog Walking, LLC

Savanna Westwood, Managing Member

Thank You for letting Us serve You and Your pets!

ADDITIONAL TERMS AND CONDITIONS

Cancellation and Early Return Policy

Because We are 100% dedicated to You when You make a reservation and will turn away other reservations, our cancellation policy for our services are as follows:

- More than 2 Weeks' Notice: Full Refund or Credit
- 7-14 Days' Notice: 75% Refund or Credit
- 3-6 Days' Notice: 50% Refund or Credit
- Less Than 3 Days Notices: No Refund or Credit

Credits must be used within 3 months of the cancelled service.

Additional Charges/Services:

10.00additional for Last Minute Visits (24 Hours Before Service/Day Of)

Delay of Service Fee

Attempts to gain entrance into the property through a security guard/ guard. If the entrance is denied and advise that We are not on the list.

This fee will apply, and services may not be able to be performed or shortened. If this occurs more than once during time of service, the following charges will occur.

- 1st Deterrent – No Charge
- 2nd Deterrent – \$5.00
- 3rd Deterrent – \$10.00
- 4th Deterrent – \$15.00 or more
- Additional Visit Charge if We must return.
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Failure to Leave Paperwork or Update Time-To-Pet Account

We use the Time-To-Pet software to offer you the most convenient and comprehensive tool for managing your pet's care. This system ensures accurate, efficient, and stress-free services for you and your furry companions.

Your Time-To-Pet account can be accessed at <https://www.timetopet.com/thesavvysitter> or App. It is your responsibility to maintain and update your account, ensuring that all essential information is accurate and current.

The following details must be regularly reviewed and updated in your Time-To-Pet account:

- Home Information
- Emergency Contact Details
- Pet Information (including medical conditions, food preferences, and routines)

Additionally, you must leave behind the following at your care location:

- A signed copy of the service agreement to confirm and clarify the scope of care provided.
- Medical records for your pet, as these may be required by veterinarians during emergencies. Please note that we may not always be able to access your primary veterinarian, and having the records on hand ensures timely and appropriate treatment.

Failure to keep this information up to date or to provide signed documents and medical records may result in delayed or compromised care for your pet. We cannot be held responsible for providing accurate care based on outdated or missing information.

Important:

- Any handwritten notes left at the care location must match the details in your Time-To-Pet account. Discrepancies can lead to confusion and impact the quality of care.
- Ensure all relevant updates and required documents are provided before your scheduled services to guarantee seamless pet care.

Access to Property

You must always provide proper access to Your property for the delivery of pet care services, including a second point of access if the primary access is unavailable. If We are unable to gain access to the care location, We will first try to contact You, Emergency Contacts, but if We are unavailable to reach You in a timely manner, or even after reaching You, We will engage, at Your expense, the services of a locksmith to gain entry to the care location. You specifically authorize Us to do this, agree to pay the resulting fees and costs, and hold Us harmless against any claims of civil damage, and any claim of any criminal action of any kind or nature.

See Additional Terms and Conditions on Reverse

Services Agreement

Dog Doors and Unrestricted Access Policy

The Client acknowledges that if their property includes a dog door or any other means by which the pet has unrestricted access to the outdoors, The Savvy Sitter, Pet Sitting and Dog Walking, LLC is not liable for any injuries, incidents, or damages resulting from the pet's outdoor activities while unattended. This includes, but is not limited to, interactions with other animals, accidents, environmental hazards, or escape.

It is the Client's responsibility to ensure that their outdoor space is secure, safe, and free of any hazards. By signing this agreement, the Client releases The Savvy Sitter, Pet Sitting and Dog Walking, LLC from any liability associated with the pet's unrestricted access to the outdoors.

The Client acknowledges that if a dog door is present on the property, it is their sole responsibility to ensure that the door is in proper working condition and secure. The Client assumes all liability for any risks associated with the use of the dog door, including but not limited to unauthorized entry, the pet's ability to access unsafe areas, or injury resulting from its use.

The Service Provider (The Savvy Sitter, Pet Sitting and Dog Walking, LLC) will not be held liable for any incidents or damages that occur as a result of the pet using the dog door during the duration of services. If requested, the Service Provider may close or secure the dog door during visits but does not assume responsibility for its functionality or continued security.

By signing this agreement, the Client agrees to hold the Service Provider harmless for any incidents related to the dog door.

Client's Signature

Date: _____

Accepted: The Savvy Sitter, Pet Sitting and Dog Walking, LLC

Savanna Westwood, Managing Member

Disclaimer of Pre-Existing Conditions

Below is a list of all pre-existing conditions know to You about Your Pet(s). You are responsible for disclosing all pre-existing conditions, including, without limitation, any allergies, injuries, conditions, illnesses, or other matters that may affect the health of Your pet, or the safety of Our staff and the general public. You acknowledge that any claim or issue arising out of this section is subject to the liability waiver contained above.

Pet Behavior and Safety

You are responsible for disclosing any behavioral conditions, habits, medical conditions, or special needs regarding Your pet.

Vaccination and Health Requirements

You are responsible for ensuring that all vaccinations are up to date, including flea and tick prevention, or provide a written and signed letter of Medical Exemption from a Vet and/or the Owner as applicable, stating reasons for exemption. This documentation must be uploaded to Time-To-Pet under Vaccinations.

Photo and Video Consent

You give Us consent to take photos or videos of Your pet(s) for promotional and social media purposes unless expressly checked below.

No photographs or video.

Photographs or video OK, no pet name or general geographic data.

Photographs, video, and pet name OK, no general geographic data.

Thank You for letting Us serve You and Your pets!

