



Service Contract

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. Staycation Pet Sitting is synonymous with Jill Barnes.

All Staycation Pet Sitting service contracts will remain valid for future services, with the exception of any agreed upon changes in rates, fees, visit dates, and/or times (oral or written). The Client (Pet Owner) hereto agrees as follows:

Staycation Pet Sitting pet sitters agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Staycation Pet Sitting or its pet sitters, unless arising from gross negligence on the part of Staycation Pet Sitting claims of negligence that involve an Independent Contractor, hired by Staycation Pet Sitting in the event of an emergency, will be the responsibility of the Independent Contractor and the company they represent. Such claims will not be filed against Staycation Pet Sitting. All hired Independent Contractors should carry liability insurance with optional coverage or bonding through a reputable company.

For new clients, a deposit is due at time of reservation. Reservations are not held until payment in full is received by Staycation Pet Sitting or special arrangements are agreed upon by both parties in writing.

There will be a \$35 service charge for each returned check.

There will be a \$10 service charge for key pick-up or return.

Unpaid service may be cancelled without notice, including prior to or during the service period.

Staycation Pet Sitting will not guarantee specific time slots. A 2-3 hour window is acceptable, except in the case of pets that require medication at a specific time or has specific medical condition (in which case a one hour window is acceptable). Pet sitting hours fall between the hours of 6am and 10pm and are usually completed during this time period, unless we have a heavy workload. (Special arrangements can be made for overnight stays). In the case of clients requiring visits only once a day, we do not offer a choice of time slot. These visits will be scheduled to fit between our other visits. We will attempt to place that visit according to Client's time frame wishes, but do not guarantee that time frame. We will ensure that the visits are scheduled no more than 24 hours apart.

Staycation Pet Sitting is not responsible for wilted, dead or otherwise unhealthy plants. Staycation Pet Sitting will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable.

If pet(s) should foul a floor, wall, carpet, upholstery, or other area, we will do our best to clean the area(s), per Client's instructions, with Client's cleaning supplies, provided we notice it. We will not be

held responsible if despite our cleaning efforts, a stain or odor remains. Furthermore, if Client insists upon fewer than 3 daily visits for indoor dogs, we will not agree to perform services.

We will clean pet bowls and litter boxes as necessary, but will not perform any household duties (dishes, etc.) Additionally, we will not be held responsible for damage as a result of the Client's negligence (mold, bad odors, burning cigarettes, running water, etc.)

If in the course of our service Client's pet should soil itself to the point that it requires cleaning, Staycation Pet Sitting will bathe the pet/groom, but we must charge an additional fee (Usually charged according to time involved). We cannot be held responsible for the quality of the bath. Our main goal is to prevent the pet from spreading excrement/urine throughout the house.

Staycation Pet Sitting is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Staycation Pet Sitting within 7 days.

Staycation Pet Sitting is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Staycation Pet Sitting agrees to remain fully insured and bonded through PSA or a comparable entity. Staycation Pet Sitting accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured by Client.

Staycation Pet Sitting must be made aware of all other individuals that visit the home. Staycation Pet Sitting cannot be held liable for the deeds or misdeeds of other individuals. It is the Client's responsibility to ensure that Staycation Pet Sitting is provided with information regarding any friends, relatives, neighbors, or others whom the client has given access to the home in their absence.

Clients must have utilities in the home turned on, and maintain a comfortable, livable temperature in the home. The home should be clean and free of hazards to pet and Pet Sitter.

Staycation Pet Sitting is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Our pet sitters will re-secure the home to the best of its ability at the end of each visit. If a back-up key is not provided, one will be made by Staycation Pet Sitting. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored an undisclosed location or be stored in the lock box at the end of each visit if one is provided to the Client. Staycation Pet Sitting subscribes to insurance coverage through PSA for lost key lock replacements.

Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Service Contract Agreement, accepted and signed by each Rightful owner(s). Staycation Pet Sitting will not be held responsible if a Pet Owner lies to us about the ownership of pets in their home.

The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Staycation Pet Sitting and its pet sitters shall not be held responsible for the loss, injury or death or fines of any pet(s) that the client has let outside or has instructed the sitter or a third party to allow outside unsupervised and without a leash (whether in a fenced or unfenced area). It is solely the Client's responsibility to pet-proof any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors, and other devices meant to contain the pet or restrict access to specific areas. Staycation Pet Sitting does not assume responsibility and is not liable for any injuries the pet may sustain or property damage the pet may cause while in its own home/property. Staycation Pet Sitting is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, Staycation Pet Sitting is not responsible for the health/well-being of the animal.

No dogs will be allowed to roam or be allowed off leash under any circumstances while outside in unfenced areas or off the Client's property. Owners of free-roaming cats agree to hold Staycation Pet Sitting completely harmless in the event cat(s) are injured or killed, do not return home, etc. If client has an invisible fence, they must be leashed. Client is responsible for adhering to all national, state, and local animal laws and ordinances.

Staycation Pet Sitting will not accept jobs caring for outdoor dogs that are in heat. The risk is simply too great. We will, however, agree to care for them indoors, and will supervise them within a securely fenced backyard while they relieve themselves. (We will not walk dogs that are in heat).

Staycation Pet Sitting will not walk unruly/untrained dogs, or dogs that choke themselves on their leash. We will not walk dogs in stormy weather.

Staycation Pet Sitting is not responsible if, despite our best efforts, a pet refuses to eat, to drink, to accept medication, or to be walked. Pets that will not eat, drink or take medication will be transported to a vet.

Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc.) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Staycation Pet Sitting within 14 days for all purchases made.

Client agrees to hold harmless Staycation Pet Sitting for any liability or damage, including, without limitation, to property, persons or animals, caused by any action, or failure to act, by Client, Client's agents, pet sitters, or third persons. Such actions or failures to act may include, but shall not be limited to: windows left open, doors left unlocked or doors that do not latch properly, unsecured yards which Staycation Pet Sitting is instructed to let pets out into, faulty gates or garage doors, water pipes, air vents, pet doors, and/or other appurtenances or elements within the Client's control and not addressed by Client prior to Client's departure.

Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Staycation Pet Sitting, in the event of a claim by any person injured by the Pet.

Staycation Pet Sitting does not diagnose or make therapy decisions, nor does it offer veterinary services. Any medical concerns will be deferred to a veterinarian.

Client acknowledges that Staycation Pet Sitting will give injections/administer medications as instructed by the Client, however, Staycation Pet Sitting cannot guarantee the outcome. We will care for pets provided their condition is stable and client provides us with accurate dosing instructions. Client understands the risks involved, and agrees that Staycation Pet Sitting will not be held liable for harm or death to pet(s) resulting from injections/medication. Client also holds Staycation Pet Sitting harmless in the event the pet(s) suffers adverse reactions or shock while Staycation Pet Sitting pet sitters are away from the Client's home.

Staycation Pet Sitting will not pet sit for acutely ill pets, pets with uncontrolled/untreated medical conditions, dogs that jump constantly, or any pets that are aggressive. We suggest the pet be boarded with a veterinarian or at a kennel.

Staycation Pet Sitting will make every effort to administer medications that the pet(s) in our care requires. However, if the pet absolutely refuses to cooperate, client authorizes and accepts charges for transport of pet(s) to veterinarian and for veterinary administration of medications. In the event the pet continues to prevent us from medicating them, client agrees to allow us to leave the pet with the vet, and accepts all charges.

Staycation Pet Sitting is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the Client, from any veterinarian as chosen by the sitter, should Client's own vet not be available. We will, of course, make an effort to contact the Client before veterinary care is sought, but reserve the right to have pets treated, in the event the Client and their emergency contact is unreachable. Staycation Pet Sitting will not be held responsible for the health/well-being of the pet should Client refuse veterinary care when pet sitter deems it is necessary.

It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather-related event/crisis. Staycation Pet Sitting will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.

Future Services: I authorize this contract to be valid approval for services so as to permit Staycation Pet Sitting to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.

Staycation Pet Sitting reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.

In the case of a pet sitter's personal emergency, family crisis, illness, vacations, or personal leave, Client authorizes Staycation Pet Sitting to arrange for another qualified person to fulfill responsibilities as set forth in this contract, without prior notification to Client. Client waives the right to a meeting with the person who will fulfill these responsibilities, in the interest of time limitations and due to the fact that the person will not be a permanent pet care provider. If the client insists upon meeting with the substitute pet sitter, meeting will be billed at the rate of a pet sitting visit.

Staycation Pet Sitting does not agree to job sharing with Client's relatives, friends, neighbors, or others. Should anyone besides Staycation Pet Sitting enter the home with the intention of caring

for or interacting with Client's pets, whether with Client's express permission or not, Staycation Pet Sitting is automatically released from ALL liability, and Client will be deemed to be in breach of contract.

It is our policy not to discuss details of Client's absence with anyone, except in the case of an emergency. Client may wish to contact the police department and/or your alarm company (if applicable) to inform them of their absence and the presence of Staycation Pet Sitting at the home. Client must advise Staycation Pet Sitting of any difficulties previously encountered from neighbors, their children, or their pets in relation to Client's pets. Clients must advise us of dates and times that relatives, friends, gardeners, pool persons, housekeepers, and other service people will be visiting the home to leave a note with their name, phone number and time they visited.

Client agrees to notify Staycation Pet Sitting of any concerns within 24 hours of return.

Client agrees to notify Staycation Pet Sitting of departure and return. If Staycation Pet Sitting is not made aware of client's return, visits will be continued as previously scheduled until client's return or until emergency contact is reached. Client will be responsible for charges for additional visits.

The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature: _____ Date: _____

We would love to use pictures of your pets on the Staycation Pet Sitting website/social media!

The owner grants permission for Staycation Pet Sitting to use pictures of their pet.

(Please circle) Y N

Signature: _____ Date: _____

Staycation Pet Sitting will be sending you updates. If, for some reason, you do not hear from us as normal, please reach out by calling (702) 610-0763, or Jill's emergency contact Bryce Forrest (541) 799-5781.