



Terms and Conditions

As of September 2024

1. Marin Home Management, LLC ("MHM") agrees to provide pet sitting, dog walking and other applicable services in a reliable, caring, and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases MHM from any and all claims against MHM, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of MHM.
2. Client agrees to notify MHM of any concerns within 24 hours of completion of services.
3. Client agrees to pay all charges accrued for services rendered based on the price list below. Client understands that payment is due at or prior to the time of the commencement of services unless explicitly agreed upon supplementary payment terms.

Service	Price (subject to change)
*Overnight House Sitting	\$80/Night (1st Pet) \$20/Additional dog \$5/additional cat
*Dog Walking/Drop-In	\$25/30 minutes \$40/day for AM & PM Visit \$10/Additional Dog; \$5/Additional Cat
*House Cleaning	\$25/hr with a 2-hour minimum (5% supply and equipment fee may apply)
*Carpet Cleaning	\$35/hr with a 2-hour minimum (5% supply and equipment fee may apply)
	*A 10% Administrative fee may apply

4. Client will incur a \$25 charge for each returned check in addition to any and all bank fees attributed to the returned check.
5. MHM is committed to keeping your information confidential. We do not sell, rent, or lease our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will use your personal and billing information solely to provide the service you hire us for.
6. Referrals: Receive a 15% discount on your next service when you refer us! We love referrals and appreciate it when you tell friends and neighbors about our service. Thank you for your confidence in us! Cannot be combined with other offers or discounts and can be redeemed after referral service is completed.

Pet/House Sitting

7. MHM shall exercise all precautions against sickness, injury, escape, loss, accidents, or death of Client's pet(s). MHM is not responsible for sickness, injury, escape, loss, accidents or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of MHM.
8. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state, and federal laws and regulations.
9. MHM will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
10. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
11. Client agrees to indemnify, hold harmless and defend MHM in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
12. MHM reserves the right to charge a cancellation fee of 100% of the scheduled visits for services canceled with less than 24 hours' notice prior to the scheduled service.
13. MHM reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) 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, MHM will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes MHM to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.

14. MHM reserves the right to refuse service to any client, at any time, for any reason.
15. This document gives MHM and its representative's authorization to enter the Client's listed address as needed to perform agreed upon services.
16. Client expressly gives MHM the authority to employ a locksmith on their behalf and to promptly reimburse MHM for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
17. MHM is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
18. Client agrees to properly secure the home prior to leaving the premises. MHM will re-secure the home to the best of its ability at the end of each visit.
19. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes MHM to use reasonable judgment for the care and well-being of Client's pet(s) and residence. MHM will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Pet Sitter.
20. MHM is not responsible for any damages beyond the control of the Pet Sitter.
21. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to MHM within 14 days.
22. Client authorizes the use of pet(s) pictures on websites, social media and/or marketing materials for promotional purposes.
23. Client authorizes this contract to be valid approval for services so as to permit MHM to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
24. The Term of this document applies to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

House Cleaning

25. We cannot work effectively in a house without electricity or running water. Please ensure that your home - especially if it is empty and in the middle of being sold/bought/turned over - will have electricity and running water on the day of service. Late Cancellation/Rescheduling fees may apply if we need to make last-minute schedule changes due to lack of electricity or water.
26. MHM will provide all cleaning supplies, vacuums, and equipment. Due to concern of proper documentation of cleaning supplies, use of your cleaning supplies is discouraged. If you insist that your own products are used, MHM will not be liable for any damage to your property.
27. Please don't "clean" before we arrive, but do "pick up" as much as possible; for example, clearing the floors of clothing and toys, clearing surfaces of small items such as pens, coins, important documents, etc. Please don't worry about countertop appliances and small pieces of furniture - we clean and move those as we go. This type of pick up will allow us to focus more on detail and quality for you..
28. The ideal cleaning situation is when no one is home. Since that is not always possible, please eliminate as many distractions as possible so we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home. Please secure pets, and keep children in another area as we are working with equipment and products that may not be safe for children.
29. We require that we leave any collected trash in the garbage bin at the homeowner's location. We cannot take trash with us.
30. We do not climb higher than the company's two-step ladder.



31. MHM is not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be transparent and informative as possible, some things that we don't offer include, but aren't limited to:
- a. Disassembling light fixtures
 - b. Disassembling seals on shower doors
 - c. Disassembling furniture to clean it
 - d. Disassembling any appliance (besides oven racks and fridge shelves)
 - e. Lifting or moving heavy furniture over 15 lbs.
 - f. Lifting or moving large fragile items
 - g. Removing permanent stains from furniture, floors, cabinets, carpets, etc
32. MHM is not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. We reserve the right to refuse to clean (or immediately stop cleaning) if there are signs of the following problems, and we must charge our lock-out fee of 50% of the scheduled cleaning. This is not an exhaustive list.
- a. Pest infestation – cockroach, bedbugs, fleas, etc.
 - b. Animal infestation – birds, mice, rats, bats, etc.
 - c. Excessive/Uncontrolled Mold Growth
 - d. Hoarding
 - e. Other hazardous situation
33. We hate it when breakage happens, and we do our absolute best to prevent it! The following is critical regarding our breakage policies: 1. Sometimes breakage occurs when there are “boobytraps”. These are accidents waiting to happen (pictures not hung securely, top heavy items with unstable bases, wobbly, tipy objects). Each incident is reviewed on a case-by-case basis. We cannot take responsibility for “boobytraps”. Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets, or clear wet bar shelves). 2. Please move expensive figurines or glassware to a location we do not clean or have us skip that area completely if you do not wish to accept the risk. 3. We will cover the cost of repair or replacement of items when breakage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection. Breakage must be reported within 30 days of discovery.
34. If you're not content with your cleaning, notify us within 48 hours. We will come out and re-clean (within a 7-day window) for free. If you still don't think we did a good enough job to recommend us to your friends, we'll refund your money.

I have read the above terms and conditions. I know, understand, and agree to all terms stated above. By Signing below, I am accepting this document as a contractual agreement.

Client Name

Signature

Date Signed

Nicole Brennan, Managing Member
Marin Home Management, LLC

Date Signed