



BAYOU CITY PET
SITTING

Service Agreement

Terms and Conditions

1. **Bayou City Pet Sitting** agrees to provide pet sitting, dog walking, boarding and other applicable pet care 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 **Bayou City Pet Sitting** from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of **Bayou City Pet Sitting**.
2. All services with **Bayou City Pet Sitting** are not considered officially booked until the client has received written confirmation and has paid the deposit.
3. Meet and Greets are required by **Bayou City Pet Sitting** before all boarding, daycare, and dog drop-in services.
4. All potential clients must fill out a completed pet profile for every pet before the Meet and Greet.
5. For all dog walks and drop-in services, time is calculated from the time the door is unlocked and goes until **Bayou City Pet Sitting** exits the door.
6. All boarding and daycare services with **Bayou City Pet Sitting** require appointments for pick-up and drop-off. If a client misses the pick-up or drop-off window they may need to be rescheduled at the Pet Sitters convenience.
7. All Boarding/Daycare dogs over 12 months of age must be spayed or neutered unless medically exempt.
8. Daycare dogs can be dropped off no earlier than 7am and must be picked up by 7pm.
9. Boarding drop-off/pick up hours are from 7am to 8pm. Drop-offs or pick-ups outside of that time frame are not guaranteed, but would require a \$25 after hours fee per occurrence.
10. All boarding fees cover the daycare and overnight fees. Any dog picked up by 10am will only be charged for the overnight fee. Pick up scheduled after 10am will incur a daycare fee for that day.
11. Any dogs not picked up by 8pm will incur a boarding fee.
12. Sitter will, at owners request, drop off or pick up pet from owners home or from another facility. A \$10 charge per trip will occur + \$5 for the second and each additional pet.
13. Sitter has permission from owner to transport dog in their vehicle in the event of owner requests a drop-off/pick up, emergency vet care, or evacuation to safety from an emergency or natural disaster. Sitter will make a good faith effort to communicate to pet owner if need for this arises in a timely manner.
14. Owners are discouraged from bringing anything for boarding or daycare dogs other than food, crate, treats, medications, collars and leashes. Any bowls, bedding, toys, etc are not guaranteed to be returned in the condition they were received by **Bayou City Pet Sitting**.

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16. **Bayou City Pet Sitting** does NOT provide constant, 24 hour care, and boarding/daycare dogs will be separated during mealtimes and when unable to be directly supervised.
17. Any animals dropped off for daycare/boarding with an active flea infestation will be given a Capstar at a cost to the pet owner of \$5.
18. All drop-in visits are scheduled within a 3 hour window. If a pet is on a time-sensitive medication, it is up to the owner to notify **Bayou City Pet Sitting** in writing.
19. Client agrees to notify **Bayou City Pet Sitting** of any concerns within 48 hours of completion of services.
20. Client agrees to pay all charges accrued for services rendered. Client understands that a non-refundable deposit of 50% of the total stay is due at the time of booking. The remaining 50% is due at or before the time services begin.
21. **Bayou City Pet Sitting** shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). **Bayou City Pet Sitting** 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 **Bayou City Pet Sitting**.
22. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations.
23. **Bayou City Pet Sitting** will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
24. 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 Owner negligence.
25. Client agrees to indemnify, hold harmless and defend **Bayou City Pet Sitting** in the event of a claim by any person injured or otherwise damaged by Client's pet(s)..
26. **Bayou City Pet Sitting** 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. **Bayou City Pet Sitting** reserves the right to apply a credit to clients account for all services canceled 25-96 hours prior to scheduled service, minus the non-refundable deposit.
27. **Bayou City Pet Sitting** 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, **Bayou City Pet Sitting** will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes **Bayou City Pet Sitting** to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.
28. Any aggression by an animal towards sitter, other people, or other animals while in sitter's care will be cause to terminate this contract and have the owner or authorized agent pick up pet immediately. If owner or agent cannot pick up, owner authorizes **Bayou City Pet Sitting** to place the pet in a licensed kennel or veterinary boarding facility with all charges and fees arising to be the responsibility of the Client.

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29. **Bayou City Pet Sitting** reserves the right to refuse service to any client, at any time, for any reason.
30. This document gives **Bayou City Pet Sitting** and its representatives authorization to enter the Client's listed address as needed to perform agreed upon services.
31. Client will provide Pet Sitter with a physical key to the property for drop-in services/dog walking.
32. Client will inform **Bayou City Pet Sitting** of any alarm systems and provide a code for sitter to use.
33. Clients will not have any cameras in bathrooms that the sitter has access to use. Sitter does not need to be notified of any other cameras in clients home.
34. Client expressly gives **Bayou City Pet Sitting** the authority to employ a locksmith on their behalf and to promptly reimburse **Bayou City Pet Sitting** for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
35. **Bayou City Pet Sitting** is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
36. Client agrees to properly secure the home prior to leaving the premises. **Bayou City Pet Sitting** will re-secure home to the best of their ability but is not responsible for malfunctioning doors, locks, or other security equipment.
37. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes **Bayou City Pet Sitting** to use reasonable judgment for the care and well being of Client's pet(s) and residence. **Bayou City Pet Sitting** 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.
38. **Bayou City Pet Sitting** is not responsible for any damages beyond the control of the Pet Sitter.
39. Due to liability issues, **Bayou City Pet Sitting** will not split pet care duties with any other person other than the owner during the contracted stay. All care must be provided by **Bayou City Pet Sitting only**.
40. Please notify **Bayou City Pet Sitting** of any and all people who will have access to clients home during the stay. This includes friends, neighbors, family members, repair and maintenance people, etc.
41. 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 **Bayou City Pet Sitting** within 7 days.
42. **Bayou City Pet Sitting** will not use a retractable lead for dog walks and if a client provides retractable lead, **Bayou City Pet Sitting** will use our own non-retractable lead for all walks.
43. **Bayou City Pet Sitting** will not take any dogs to a public dog park or allow pets to interact with any animal not in our direct care.

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44. No dog will be allowed off-leash in an unenclosed area while in the care of **Bayou City Pet Sitting**. This includes all public and private parks and Owners residence.
45. **Bayou City Pet Sitting** will not let inside/outside cats outside unless on a leash or in an enclosure. **Bayou City Pet Sitting** will care for any contracted outside cats to the best of our ability, but owner does not hold **Bayou City Pet Sitting** liable for any outside cat going missing or suffering injury or death except arising from negligence or willful misconduct on the part of **Bayou City Pet Sitting**.
46. Client authorizes the use of pet(s) pictures on websites, social media and/or marketing materials for promotional purposes. Client understand that they will not be tagged in social media photos unless approved or requested by client and no client address or phone number will be revealed.
47. I understand that, if pet(s) is/are boarded, pet(s) will be in an environment with other pets during boarding and that any pet may harbor and spread communicable diseases. I release **Bayou City Pet Sitting** from, and waive all claims and liability against **Bayou City Pet Sitting** for, all losses, damages, costs, and expenses arising out of or in connection with any communicable disease contracted by my pet(s) during boarding. I understand that there is a possibility of communicable diseases being transmitted regardless of the precautions that **Bayou City Pet Sitting** takes with all customers being required to keep up to date on vaccinations and well checks for all pets boarded. All pets that are boarded with other pets are required to be current on all vaccinations. Please note there will be no refund of services rendered if my pet contracts a disease.
48. I understand that occasional scrapes, cuts, and bruises can be a part of typical and friendly dog play.
49. Client authorizes this contract to be valid approval for services so as to permit **Bayou City Pet Sitting** to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
50. The Term of this document apply 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.

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.

Owner Name

Phone number

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FOR REVIEW ONLY

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