



## Contractual Service Agreement



**\*\*MyPetFriendsICT Pet Sitting & Treat Company Requires ALL Clients to Complete a Contractual Service Agreement Form Before Pet Sitting Services Are Rendered\*\***

Check Box  
If Agree  
To Terms

### GENERAL TERMS AND CONDITIONS

This Service Agreement is entered into by **MyPetFriendsICT Pet Sitting & Treat Co.**, hereafter referred to as “**MyPetFriendsICT**,” and the Client/Primary Pet Owner, hereafter referred to as the “Client,” whose “pet(s)” are listed on the signed *MyPetFriendsICT Pet Care Emergency Authorization Form*. **MyPetFriendsICT** agrees to provide reliable and trustworthy pet care services as scheduled. The service agreement authorizes **MyPetFriendsICT** to perform on-site scheduled pet-sitting visits at the Client’s residence, scheduled overnight pet care stays at the Client’s residence, dog walking in the Client’s neighborhood, and other applicable pet care services.

The Client waives and releases **MyPetFriendsICT** from all claims, except in negligence or willful misconduct cases. **MyPetFriendsICT** will take precautions against issues such as sickness or escape but is not responsible unless the cause is negligence or willful misconduct.

**MyPetFriendsICT** reserves the right to terminate this contractual service agreement at any time if it determines that the Client’s pet(s) poses a danger to the health or safety of itself, other pet(s), other people, or **MyPetFriendsICT**’s employees, and representatives.

If concerns prohibit **MyPetFriendsICT** from caring for the pet(s), **MyPetFriendsICT** will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes **MyPetFriendsICT** to contact the Emergency Contact and/or the Secondary Emergency Contact to arrange alternative care. Suppose the Emergency Contact and/or the Secondary Emergency Contact cannot be contacted, and the Client still cannot be contacted. In that case, the Client authorizes **MyPetFriendsICT** to place the pet(s) with their primary veterinarian or board them in a licensed kennel, with all charges and fees arising to be the Client’s responsibility.

**MyPetFriendsICT** reserves the right to refuse service at any time.

**MyPetFriendsICT** representatives are authorized to enter the Client’s residence to perform services.

If the Client has authorized **MyPetFriendsICT** to keep a property key for future bookings, **MyPetFriendsICT** will keep the key locked in a safe until needed. **MyPetFriendsICT** will NOT make copies of any keys and will return keys upon request.

The Client is responsible for securing their home before and after visits. **MyPetFriendsICT** is not liable for burglary or damages beyond its control unless damages are caused by negligence or willful misconduct of **MyPetFriendsICT**’s employees or representatives.

**MyPetFriendsICT** is committed to taking every precaution to ensure the safety of the Client's pet(s) and the Client's property and residence. Part of that commitment includes having comprehensive insurance and bonding through *PetCare Business Insurance*.

- **Emergency Veterinary Pet Coverage:** In the unlikely event of a medical emergency with the Client's pet(s) under **MyPetFriendsICT** care, the business insurance policy provides coverage for veterinary expenses, ensuring that your pet(s) get the care they need without delay.
- **General Liability Coverage:** If an incident occurs resulting from **MyPetFriendsICT's** employee's or representative's negligence, such as accidental property damage or pet(s) injury, the policy is in place to address those situations.
- **Client Responsibility:** Should an incident occur where a **MyPetFriendsICT** employee or representative is injured by the Client's pet(s) or their property (e.g., a dog bite), the liability would shift to the Client's Homeowner's General Liability Insurance. This is a standard practice and ensures that both parties are protected.

**MyPetFriendsICT** can adjust the home's temperature if needed to keep the pet(s) comfortable.

**MyPetFriendsICT** can disconnect or turn off any malfunctioning bot-type equipment or machines, including but not limited to Roomba-type vacuums, automated litter boxes, feeders, and waterers. This may also include malfunctions due to loss of power. **MyPetFriendsICT** is given full authority to provide alternatives, at the customer's expense, to continue to provide the best care for the pet(s). This would typically include going back to primary feeding bowls and litter boxes.

**MyPetFriendsICT** reserves the right to decline service or require modifications or additions to the yard and gates for dogs with unsupervised access to the Client's yard or an on-site pool.

Due to choking hazards, **MyPetFriendsICT** will NOT give dogs bully sticks, pig's ears, or other rawhide-type treats. If the Client leaves treats like this, these treats will be picked up and not given to the pet(s) for the duration of the visits by **MyPetFriendsICT**. Milk bone-style soft treats or other crunchy or easy-to-chew treats are fine. Specific treats can be discussed at the Meet and Greet. **MyPetFriendsICT** will NOT provide **MyPetFriendsICT Pet Sitting & Treat Company's** homemade treats to the Client's pet(s) without prior authorization from the Client.

The Client hereby permits **MyPetFriendsICT** to use photographs and/or videos of their pet(s) in any and all media forms for all purposes, including advertising, promotional, and marketing materials.

- **Ownership of Media:** The Client understands that **MyPetFriendsICT** will own the rights to the images and/or videos and will have the right to use and reuse them in any manner at any time without my further approval.
- **Use of Media:** The Client consents to use their pet(s) likeness in print, the internet, social media, and other platforms as deemed appropriate by **MyPetFriendsICT**.
- **Release of Liability:** The Client hereby releases **MyPetFriendsICT**, its employees, representatives, and any third parties involved in the creation or publication of marketing materials from liability for any claims by them or any third party in connection with their pet(s) participation.

- **No Compensation:** The Client agrees they will not receive compensation for using such images or videos.
- **Privacy and Security:** MyPetFriendsICT is committed to maintaining the confidentiality and security of the Client's personal information. MyPetFriendsICT will make all concerted efforts to ensure that any identifiable information about the Client's residence is not captured or discernible in any photographs and/or videos taken of the Client's pet(s). Before using such media, MyPetFriendsICT will make all concerted efforts to edit images and videos to obscure any details that may inadvertently reveal the location or personal information of the Client's residence.

This agreement covers all current and future pet(s) the Client owns and shall be reviewed with the Client annually.

### **PAYMENTS & FEES**

While payment is not due at the time of booking (apart from first-time services), payment is due promptly after services are rendered.

- **First-Time Services Payment:** Initial payment is required before the first scheduled service starts unless alternative arrangements are agreed upon.
- **Repeat Services Payment:** All payments for future or repeat services are due promptly after services are rendered, not at the time of booking. For our recurring clients, prompt payment upon completion of services is expected. Please be aware that late payments may incur additional fees.
- **Accepted Payments:** Cash, Venmo (Username: @MyPetFriendsICT), or Credit/Debit Card via the WIX Payment System are the standard accepted payment methods.
- **Transaction Fees:** NO fees are applied for Venmo transactions. A fee of \$0.30 + 2.9% applies to ALL Credit/Debit Card transactions via WIX Payment System Secure Paylink.
- **Tipping:** While tipping is not obligatory, it is greatly appreciated! Positive feedback left on our website, Google, and other social media platforms is also valued and helps our business thrive!

A standard visit fee applies even if MyPetFriendsICT cannot access the premises due to locked screen doors, faulty garage codes, or key issues. If there's a lock or key problem, MyPetFriendsICT has the authority to hire a locksmith at the Client's expense.

The Client is responsible for all medical expenses and damages resulting from injuries to MyPetFriendsICT staff or other animals caused by the Client's pet(s) or the Client's negligence.

***\*\*Additional Fees\*\**** MyPetFriendsICT will make every reasonable effort to clean up everyday pet(s) messes that may occur between scheduled visits while the Client is away. Additional cleaning fees may be incurred if cleaning is required beyond the scope of normal pet(s) behavior (such as excessive accidents, destructive behavior, etc.). Clients are expected to provide all necessary cleaning supplies and instructions for use. Clear instructions should be left for MyPetFriendsICT if cleaning beyond routine maintenance is required.

**MyPetFriendsICT** is not responsible for any damages resulting from pet(s) behavior that require extensive cleaning or repair, except in negligence or willful misconduct cases. **MyPetFriendsICT** will inform the Client of any incidents that require cleaning beyond what is considered normal pet behavior. The Client must supply all necessary items for pet care, including harness/collar, leash, food, treats, medications, tags, litter boxes, cat litter, and cleaning supplies.

### VETERINARIAN CARE

**Veterinarian Authorization Release Form:** A **Pet Care Emergency Authorization Form** must be completed and signed annually for all pet(s). **MyPetFriendsICT** will follow the *Pet Care Emergency Authorization Form* instructions on the form if a pet becomes ill or injured. The Client must inform their Primary Veterinarian of **MyPetFriendsICT's** authorization to seek medical treatment and set an Authorization Limit for veterinary services prior to each new care session.

The Client affirms that all pet(s) are up to date with vaccinations as required by local, state, and federal laws. Rabies vaccinations are mandatory for all cats and dogs, in line with city ordinances, unless **MyPetFriendsICT** grants an exemption before services. Pet(s) with outdoor access must be on flea and tick prevention treatment for their safety and those of other pet(s) serviced by **MyPetFriendsICT**.

**MyPetFriendsICT** must be fully informed about the Client's pet(s) behaviors and medical conditions to provide the best possible care. At the initial Meet and Greet, the Client should be prepared to discuss the following regarding all pet(s) to be cared for by **MyPetFriendsICT**.

- **Escape Tendencies:** The Client must disclose if their pet(s) have a history of jumping fences, digging holes, or attempting to escape by bolting through open doors.
- **Feeding Behavior:** The Client must inform **MyPetFriendsICT** if their pet(s) exhibits any snippy or aggressive behavior during feeding times, whether towards other pet(s) in the Client's household or towards human caretakers.
- **Inter-Pet Relationships:** The Client needs to share details about how their pet(s) interacts with other pet(s) in the Client's residence or household or if there are any behavioral concerns during these interactions or, in the case of scheduled dog walking services, with other animals that the dog may come in contact with in the neighborhood (neighbor's dogs, cats, rabbits, squirrels, ducks, geese, etc.).
- **Odd Mannerisms:** Report any unusual mannerisms that may cause concern or require special attention. This is especially important for puppies/kittens or senior pet(s) as they age. Dogs may become more irritable or reluctant to engage in their old favorite activities if they struggle with pain or discomfort due to arthritis or another condition.

### BOOKINGS / SCHEDULING

In emergencies, inclement weather, or natural disasters, the Client authorizes **MyPetFriendsICT** to use reasonable judgment regarding caring for pet(s) and the Client's residence. **MyPetFriendsICT** may adjust services as needed and will strive to maintain schedules, but it reserves the right to make changes as deemed necessary.

**MyPetFriendsICT** reserves the right to decline requests and cancel current services for any reason at any time if other people present in the Client's residence, including the Client's family, are present in the home during the agreed service period without prior approval.

The Client agrees to inform **MyPetFriendsICT** upon returning home. If additional visits are required due to a late return, the Client must inform **MyPetFriendsICT** and is responsible for arranging alternate care if **MyPetFriendsICT** is unavailable. Failure to notify **MyPetFriendsICT** of the Client's return may incur an additional visit charge. The Client will be charged for the additional visit even if the Client is home yet has failed to notify **MyPetFriendsICT** before the arrival of the visit.

The Client agrees to notify **MyPetFriendsICT** of any concerns about the property or pet(s) within 24 hours of completion of services.

The Client is advised to maintain an alternative pet care plan to ensure their pet(s) are cared for in case **MyPetFriendsICT** cannot fulfill a service request. While **MyPetFriendsICT** can often accommodate short-notice requests, due to the nature of being a solo, student-owned business, **MyPetFriendsICT** cannot guarantee availability for all service requests, especially during my busy periods. **MyPetFriendsICT** will inform the Client of any scheduling conflicts as soon as possible, allowing the Client ample time to activate their alternative pet care plan. By preparing for the potential unavailability of **MyPetFriendsICT** services, the Client can ensure uninterrupted care for their pet(s). Clients should regularly update and confirm the details of their backup pet care arrangements to facilitate a smooth transition if necessary. If requested, **MyPetFriendsICT** can offer referrals to other trusted local pet-sitter providers, upon request.

Scheduling flexibility is essential for **MyPetFriendsICT** to accommodate all clients, especially during unforeseen circumstances. Flexibility will be required for inclement weather, traffic, pet emergencies, pet(s) that require medications on a particular schedule, or any other unforeseen circumstances.

**MyPetFriendsICT** understands life is unpredictable and that plans can change. If the Client needs to cancel, they must notify **MyPetFriendsICT** at least 24 hours in advance. Cancellations of scheduled bookings made within less than 24 hours may result in a cancellation fee. Rescheduling of services should be made at least 12 hours in advance. Services rescheduled with less than 12 hours notice may result in a rebooking fee. If the Client communicates with **MyPetFriendsICT**, it will make every reasonable attempt to accommodate minimal changes in scheduling at no additional cost to the Client.

**MyPetFriendsICT** may require the use of a lockbox and may charge for key pickup/drop-off outside of scheduled times. **MyPetFriendsICT** is committed to making every reasonable effort to accommodate the Client's service needs.

**MyPetFriendsICT** is responsible only for the pet(s) listed in the ***Pet Care Emergency Authorization Form***. The Client must ensure all personal and pet details are current before each booking.

When scheduling services for consecutive days during the Client’s absence, the Client acknowledges the need for multiple drop-in visits for their pet(s) well-being and comfort. Dogs require a minimum of two visits per 24-hour period. Depending on the pet(s) needs and prior agreements, up to three visits may be necessary. Cats require at least one visit per 24-hour period. The need for a second visit will be determined based on the situation and what is deemed best for the pet(s) care. Any deviations from the standard visit requirements must be agreed upon in advance between the Client and **MyPetFriendsICT**. By scheduling multiple drop-in visits, the Client ensures their pet(s) remain safe, healthy, and comfortable during their absence. **MyPetFriendsICT** is dedicated to providing the necessary care and attention each pet(s) requires.

**MyPetFriendsICT** will inform the Client of any home issues that arise. The Client will provide a local emergency contact for home-related issues. **MyPetFriendsICT** will not be expected to stay on-site to secure the residence until the issue is resolved. **MyPetFriendsICT** is not responsible for alarm system fees due to malfunctions or dispatch of emergency services outside of **MyPetFriendsICT’s** employee’s or representative’s control.

**MyPetFriendsICT** outlines typical service hours for the morning, lunch, dinner, and bedtime visits during the initial Meet & Greet. Overnight stays are typically 10 hours, beginning no later than 10 PM and ending no earlier than 6 AM.

By signing below, the Client acknowledges that they have thoroughly read the above terms and conditions, understood them, and agreed to all the terms and conditions stated above. The Client accepts this document as a contractual agreement by signing this agreement.

Signature of Client/Primary Owner:

\_\_\_\_\_ Date: \_\_\_\_\_

Signature of MyPetFriendsICT Representative:

\_\_\_\_\_ Date: \_\_\_\_\_