

USER AGREEMENT

Client Information

Client Name: _____
Address: _____
Phone Number: _____
Emergency Contact: _____
Emergency Contact Phone: _____

Sitter Information

Sitter Name: _____
Phone Number: _____
Email: _____

Pet Information

Pet Name(s): _____
Breed(s): _____
Age(s): _____
Veterinarian Name: _____
Veterinarian Phone: _____
Medical Conditions/Allergies: _____
Medications and Instructions: _____
Behavior Concerns or Triggers: _____

Services Agreement

The sitter agrees to provide pet care services as discussed between the client and sitter.

Additional fees may apply for extra visits, holiday bookings, medication administration, last minute scheduling changes, excessive cleaning, emergency visits, transportation services, or extended care needs.

Communication & Updates

Clients may receive updates during services including photos, videos, feeding updates, medication confirmations, potty updates, and general visit summaries.

Response times may vary while the sitter is actively caring for pets, driving, sleeping during overnight stays, or handling emergencies.

Veterinary Care Authorization

In the event of illness, injury, emergency, or unsafe conditions involving the pet, the sitter is authorized to seek veterinary care if the client cannot be reached in a timely manner.

The client agrees to be financially responsible for veterinary expenses, emergency transportation costs, medications, treatments, and related fees.

Assumption of Risk

The client understands that pet care involves inherent risks including illness, injury, escape attempts, stress related behaviors, bites, scratches, and property damage caused by pets.

The client agrees that the sitter shall not be held liable for circumstances beyond reasonable control.

Home Access & Safety

The client agrees to provide working keys, gate codes, and accurate entry instructions. The client must disclose aggressive behavior, unsafe conditions, or anyone else entering the home during service dates.

Services may be canceled immediately without refund if unsafe conditions are present.

Medication Disclaimer

Reasonable efforts will be made to administer medications properly. However, the sitter is not liable for complications related to medication refusal, hidden medication, missed doses due to pet behavior, or reactions outside of reasonable control.

Weather & Emergencies

Visit times may need adjustment due to severe weather, road closures, emergencies, illness, or unsafe driving conditions. Reasonable efforts will be made to continue care safely.

Payment & Cancellation Policy

Cancellations made less than 48 hours before scheduled services may result in a cancellation fee equal to 50% of the booking total.

Holiday bookings and extended stays may require non refundable deposits.

Chargebacks or fraudulent payment disputes may result in refusal of future services.

Photos & Social Media

■ Yes, photos/videos of my pet may be shared.

■ No, please keep photos private.

Independent Contractor Agreement

The sitter providing services is acting as an independent contractor.

This agreement is solely between the client and the sitter providing services.

Agreement & Consent

By signing below, both parties confirm that the information provided is accurate and agree to the terms listed in this agreement.

Client Signature:

Printed Name:

Date:

Sitter Signature:

Printed Name:

Date:
