



**Snuggle Bug Pet Sitting**

## **Service Agreement**

### *Terms and Conditions*

1. Snuggle Bug Pet Sitting (aka 'the Company') agrees to provide drop-in home pet sitting services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the Client (aka Pet owner) expressly waives and releases Snuggle Bug Pet Sitting from any and all claims against the Company, its owner, employees and representatives, except those arising from negligence or willful misconduct on the part of Snuggle Bug Pet Sitting.
2. Client agrees to pay all charges accrued for services rendered. Client understands that payment is due no later than 4 days prior to the time of the commencement of services unless explicably agreed upon supplementary payment terms. Client also understands that payment is what secures their booking, therefore, if payment is not received by deadline Snuggle Bug Pet Sitting reserves the right to cancel Client's booking.
3. Client understands that requests for services must be submitted to Snuggle Bug Pet Sitting no later than 4 days prior to the time of the commencement of services. Client also agrees to pay a Late Fee of \$10 for any service requested less than 4 days prior to the time of the commencement of services.
4. Snuggle Bug Pet Sitting shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). Snuggle Bug 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 Snuggle Bug Pet Sitting.
5. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations.
6. Snuggle Bug Pet Sitting will follow the directions of the Veterinary Release Form in the event a pet should become injured or sick.
7. 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.

8. Client understands and accepts that if pet(s) bites and/or attacks the Pet Sitter or representatives of Snuggle Bug Pet Sitting, this contract will be rendered null and void, no refund will be issued and services will be terminated immediately, with no penalty to Snuggle Bug Pet Sitting.
9. Client agrees to indemnify, hold harmless and defend Snuggle Bug Pet Sitting in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
10. Snuggle Bug Pet Sitting reserves the right not to issue a refund or credit for services cancelled with less than 24 hours' notice prior to the scheduled service.
11. Snuggle Bug Pet Sitting reserves the right to either issue a refund or credit the Client for services cancelled with more than 24 hours' notice prior to the scheduled service. Any credits issued to the Client will expire 6 months from the date they were issued.
12. Snuggle Bug Pet Sitting reserves the right not to issue a refund or credit for early returns.
13. Snuggle Bug 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, Snuggle Bug Pet Sitting will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes Snuggle Bug Pet Sitting to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.
14. Snuggle Bug Pet Sitting reserves the right to refuse service to any Client, at any time, for any reason.
15. This document gives Snuggle Bug Pet Sitting and its representatives authorization to enter the Client's listed address as needed to perform agreed upon services.
16. Client expressly gives Snuggle Bug Pet Sitting the authority to employ a locksmith on their behalf and to promptly reimburse Snuggle Bug Pet Sitting for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
17. Client agrees to provide Snuggle Bug Pet Sitting with a properly working key to enter Client's home prior to the commencement of services. If Client's home is armed with a security system, Client agrees to provide Snuggle Bug Pet Sitting with the appropriate codes to safely arm/disarm home. Client assumes responsibility for contacting his/her security company to inform them of a Pet Sitter in the home. Client also assumes responsibility for any costs incurred if police must be dispatched to Client's home.

18. Snuggle Bug 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.
19. Client agrees to properly secure the home prior to leaving the premises. Snuggle Bug Pet Sitting will re-secure the home to the best of its ability at the end of each visit.
20. Client agrees not to have other individuals in the home while the Pet Sitter or any representative of Snuggle Bug Pet Sitting is rendering services. If a service provider (such as a repairman, landscaper or similar) will be present, Client is required to inform the Pet Sitter prior to visit with their name and description along with the time the service provider is estimated to be in the Client's home.
21. Client agrees to provide Snuggle Bug Pet Sitting with the name and phone number of any individual who has a key to Client's home.
22. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes Snuggle Bug Pet Sitting to use reasonable judgment for the care and well being of Client's pet(s) and residence. Snuggle Bug 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.
23. Client agrees to have an alternate person on hand in the event an emergency prevents the Pet Sitter from rendering service.
24. Snuggle Bug Pet Sitting is not responsible for any damages beyond the control of the Pet Sitter.
25. 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 Snuggle Bug Pet Sitting within 7 days.
26. Client authorizes the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes.
27. Client authorizes this contract to be valid approval for services so as to permit Snuggle Bug Pet Sitting to accept all future telephone, online, or email reservations and provide services without additional signed contracts or written authorizations.
28. The Term of this document applies to all pets owned by the Client, including any and all new pets that the Client 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.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date