

## Bipetual Care LLC Service Agreement Contract

*Clients under Bipetual Care are required to review and agree to this Service Agreement Contract. All scheduled and booked services will be governed by the terms and policies of it. Clients are to address all reservations to Bipetual Care and not to the individual Pet Sitters concerning this contract.*

### I. CLIENT AND PET INFORMATION

1. **SERVICE AGREEMENT:** This contract will take effect upon signature of the client and agreement of Pet Sitter and will remain in effect until terminated. Pet Sitter and the client each may terminate this contract at any time by written notice to the other. Pet Sitter will be entitled to payment for all services rendered until notice of termination is received, and for any transition services reasonably required to provide for the health and welfare of the client's pets. Pet Sitter will not terminate during a period of scheduled service unless Pet Sitter determines, in their sole discretion, that a danger exists to the health or safety of Pet Sitter. If such concerns preclude Pet Sitter providing further care to the pet, the client authorizes pet to be placed with Emergency Contact or in kennel facility, with all charges therefrom to be charged to the client. Every attempt will be made to notify the client of such situation.
2. **CLIENT AND PET PROFILES:** It is required of the client to create a complete profile of their self, and each pet under their ownership and foster, to certify their self as the pet owner. Client must have a profile picture and required information, including but not limited to
  - (a) the client's name, home address, email, phone numbers (work, home, cell),
  - (b) home access instructions, alarm codes, garage codes, lockbox code, etc.,
  - (c) emergency contact(s) information, travel information (if applicable),
  - (d) household rules and limitations the Pet Sitter must abide to,
  - (e) debit/credit card payment information,

Each pet profile must have a profile picture, up to date care instructions, veterinary information, and any required additional details, including but not limited to

- (a) the pet's name, sex, breed/species, weight, age, birthday/adoption day,
- (b) description/overview of personality, behavior, fears, training, etc.,
- (c) history of illness/biting, allergies, special needs, vaccination shots,
- (d) schedule/routine of feedings, walks/exercise, medications, etc.,
- (e) rules and limitations within the household the pets must abide to,
- (f) location(s) of food, leashes, kennels, litter boxes, toys, supplies, etc.
- (g) outdoor/indoor "accident" cleanup and disposal instructions,
- (h) answering all questionnaire prompts (e.g. Is the pet crated? Is the pet microchipped? Is the pet spayed/neutered?),

This way the Pet Sitter has an accurate itinerary to refer to while they service the booked client. Profiles must be filled out thoroughly and honestly, and are to be completed and updated on the *Scout App for Pet Owners* app or client portal. For more information, the client can watch a [video tutorial](#) of the app or review the [FAQ Page](#) for any questions concerning *Scout*.

3. **EMERGENCY CONTACTS:** It is required for the client to list at least one personal emergency contact (e.g., neighbor, friend, family member) who lives within a ten-mile distance to the client's home, and at least one veterinary clinic as a second emergency contact. The client certifies that all emergency contacts have been notified, before booking, that they have been designated as the person(s) who will make decisions on the client's behalf in the case of an emergency. The client agrees to update on *Scout* and notify Bipetual Care if and when they change emergency contacts.

4. **PET IDENTIFICATION:** For practical and safety reasons, it is recommended of the client to microchip each and all of their pets, and required of the client that all dogs and cats, under ownership and foster of the client, each wear an ID tag (or collar) stating the pet's name, and it is recommended ID tags also include the client's contact information.
5. **IMMUNIZATIONS:** In order for the client's pets to receive full services with Bipetual Care, all pets must be currently vaccinated and remain up to date on core vaccination shots (distemper, parvovirus, parainfluenza, rabies, DHPP, etc.) plus flea preventative (e.g., Frontline®) and provide proof to the Pet Sitter. Bipetual Care takes the health and safety of all animals seriously, and in order to provide the best care, Bipetual Care ensures the pets are protected from dangerous diseases via immunizations. For newborn or senior animals who have yet to receive vaccination shots due to age or other health concerns, Bipetual Care offers limited services restricted on the client's home property. If requested to take the pet off the property, Bipetual Care will charge a Safety Fee of \$5 per booked service, to cover the cost of protective gear for the Pet Sitter, until the pets have received required vaccination shots and the client provides veterinary proof.
6. **SPAY/NEUTER:** It is recommended all pets are spayed/neutered under the care of Bipetual Care. If a pet is not spayed/neutered due to health or breed concerns, Bipetual Care requests the client to provide safety/contingency plans for the Pet Sitter to follow during their booked service. E.g., If the client has a female dog not spayed, the client must have a health and safety plan provided for if and when the dog is in heat under the care of the Pet Sitter.

## II. **BOOKING POLICIES**

1. **BOOKING CONFIRMATION:** All services and bookings are subject to availability and are to be processed directly through Bipetual Care, and are not to be processed through the individual Pet Sitter. The client agrees to not and will not ask or request any and all personal information of Pet Sitters under Bipetual Care. All forms of communication and bookings are to remain under and directly through Bipetual Care and not to Pet Sitters via personal phone, email, etc.
2. **ELECTRONIC PAYMENTS:** All electronic payment transactions are to be processed through the *Scout for Pet Owners* app. *Scout* accepts all debit/credit cards and PayPal as payment methods for booking services with a Pet Sitter under Bipetual Care. Invoices for completed services are processed and charged weekly on Tuesdays. If payment method is declined, the client will be charged a \$5 late fee for everyday payment is not processed past date of invoice charges.
3. **CASH PAYMENTS:** If a requested booking has confirmed availability, and the client intends to pay cash, the client must pay for the booking within 72 hours of confirmation. Client must mail or drop off cash payment to Bipetual Care at:

***Bipetual Care***

***PO Box 7262***

***Romeoville, IL 60446***

If a booking is not paid by the client within 72 hours of confirmation, the request will be archived to keep calendar up to date, then deleted when requested dates are no longer available. If, after archiving, the client is ready to pay, and the dates are still available, then payment to confirm the booking will be accepted. Bipetual Care does not accept checks or money orders as payment.

4. **LAST-MINUTE BOOKING FEE:** For any and all services requested one whole day (24 hours) or less in advance, and Bipetual Care has guaranteed availability, the client will be charged a fee of 15% of the service cost toward to the booking. This policy is waived only for booking extensions due to unexpected delays affecting the client's arrival home (e.g., flight schedule changes due to weather, extreme heavy traffic due to interstate blocking, unforeseen overtime at work).
5. **WEEKEND FEE:** For any and all services booked on the weekend, Saturdays and/or Sundays, the client will be charged an additional 10% of the service cost toward the booking.

6. **HOLIDAY FEE:** For any and all services booked on Holidays, the client will be charged an additional 20% of the service cost toward the booking. Holidays include but are not limited to
  - (a) New Year's Eve, New Year's Day, Martin Luther King Jr. Day,
  - (b) Valentine's Day, President's Day, St. Patrick's Day, Easter Day,
  - (c) Mother's Day, Father's Day, Memorial Day, Independence Day, Labor Day,
  - (d) Halloween, Thanksgiving, Christmas Eve, Christmas Day,
  - (e) any and all other nationally recognized calendar days in the USA.
7. **CANCELLATION REFUND:** If a booked service is cancelled one whole week (168 hours) or less before the service begins, a 50% refund is available from the cancellation request date. A 100% refund is available if cancelled more than one week before the service begins *or* if the primary Pet Sitter has to cancel the stay for emergency reasons and the secondary Pet Sitter and kennel facility is not available as backup. Every attempt will be made to notify the client of such situation. This policy is only waived for weekly repeat services (e.g., daily Dog Walks), and if the client requests to reduce the booked service (e.g., due to returning home early). If the latter, the client must promptly notify Pet Sitter as soon as possible to avoid charges for services rendered.
8. **RESCHEDULING SERVICES:** If the client requests to reschedule dates of booked services, the client may reschedule within 6 months (180 days) of the original booked service dates at no additional charge, subject to availability. Client is subject to booking policies if service is not rescheduled within 180 days of original booked dates, if canceling services altogether, and/or such services rescheduled fall under weekend and/or Holiday dates.

### **III. SERVICE TERMS AND CONDITIONS**

1. **CLIENT AUTHORIZATION:** Pet Sitter is authorized to enter home to perform services as requested and booked by the client. Both Pet Sitter and the client recognize the welfare of the pets is the highest priority. If in Pet Sitter's judgment additional services or supplies become necessary during the service period to properly care for the animals, Pet Sitter will first make reasonable attempts to contact the client. If the client and given emergency contacts cannot be contacted for whatever reason, Pet Sitter is authorized to undertake such additional steps as so, in the reasonable judgment of the Pet Sitter, be necessary or appropriate for the health and welfare of the animal, including but not limited to
  - (a) continuing additional services to provide care for the animal if in the event the client has yet to confirm their arrival time or return home,
  - (b) consultation with the client's veterinarian, or with an emergency veterinary care provider should the client's veterinarian be unavailable,
  - (c) authorizing care and treatment as recommended by the client's veterinarian or an emergency veterinary care provider, excluding euthanasia,
  - (d) restocking any and all supplies/materials for the proper continuation of the pet's care, i.e. cleaning, feeding, medications, etc.

The client agrees to be responsible for all fees and expenses incurred for care and treatment of the animal pursuant to this section, and releases and holds Pet Sitter harmless from all liabilities related to transportation, treatment, and expense. The client agrees to reimburse Bipetual Care for any expense incurred, plus any additional fees for attending to animal's needs.

2. **HOME SAFETY:** The client agrees to lock all windows, screens, and doors prior to leaving their home unattended for the safety and security of the pets, property, and that of the Pet Sitter. Pet Sitter shall not be responsible for, and the client shall indemnify and save harmless Bipetual Care, any loss or damage arising from any theft, burglary, vandalism, or other third-party loss or damage to the client's pet, property, or other persons.

3. **SECURITY CAMERAS:** If the client has security cameras in or around their home, they are to notify Pet Sitter of camera locations and Pet Sitter will leave approved cameras untouched. Any cameras inside or facing toward bathrooms or bedrooms must be removed or unplugged to offer Pet Sitter needed privacy in these areas. If not removed or unplugged, Pet Sitter will remove cameras from mentioned areas without consent from the client.
4. **DOOR DASHING:** Due to a pet's awareness upon the arrival of the Pet Sitter, "door dashing," e.g., trying to escape the home via door or gate opening, may be attempted by a pet. Pet Sitter will take every precaution to prevent "door dashing" from occurring, and is not held responsible or liable if pet is injured or lost. If the case, Pet Sitter will promptly attempt to contact the client informing of the situation, and take injured pet to veterinarian, or report lost pet to local authorities.
5. **MEDICATIONS:** Any and all medications prescribed by a veterinarian must have the attached RX label when the client provides such medications for Pet Sitter to administer to the pet during a booked pet sitting service (i.e., House Sit, Overnight, Drop-in Visit). Administering medications is not offered for walking or other services (i.e., Dog Walk, Pet Bath, Pet Taxi). Prescribed medications will not be administered if the RX label is not attached or given to Pet Sitter by the client. If in the event the RX label is misplaced by client, Pet Sitter will contact client's veterinarian to confirm prescription before administering to the pet.
6. **DROP-IN VISIT:** If a Drop-in Visit service is requested, it is required the client must book at least one visit for every day of the client being away from home. I.e., Drop-in Visit requests that suggest visiting the pets every other day, every few days, or otherwise will not be accepted. For the safety and well-being of the animals, this service requires visiting the pets every day, at least once a day, while the client is away from home, no exceptions.
7. **PET WALKING:**
  - A. In the event of inclement weather, including extreme temperatures below 22°F or above 85°F, and/or natural disasters (e.g., thunderstorm, hailstorm, blizzard), Pet Sitter will quickly let dog out to potty and replace the pet walk with indoor playtime for active pets, or spend calm quality time for senior pets. Client must cancel service if they do not wish for Pet Sitter to replace walk with quality time. Pet Sitter will cancel service on their end, if their safety while traveling to client's home is in jeopardy due to hazardous weather, dangerous circumstances, or otherwise, and will promptly notify the client. Pet Sitter and Bipetual Care will be held harmless for consequences related to such decisions.
  - B. All pets will not be walked off-leash under the care of Pet Sitter. If the client requests off-leash exercise and play for their pets, Pet Sitter will only provide requested activity in a designated secure area (e.g., fenced backyard, gated dog park, confined dog beach, enclosed horse arena). If the case, the client agrees that should the pets run away or be injured during off-leash activity, Pet Sitter and Bipetual Care will not be held liable for any damages resulting to the pet or other persons and animals from the client's pets.
  - C. All pets will not be walked with a retractable leash. Pet Sitter will have one spare walking leash to replace retractable leash. If the client cannot provide another spare walking leash for additional pets, Pet Sitter will let pets out in fenced back yard or walk them separately in the allotted time of service.
  - D. Pet Walking service itself may include giving the pets water and training/reward treats, but does not include feedings, administering medications, or any other amenity set under pet sitting services (i.e., House Sit, Overnight, Drop-in Visit).
8. **KEY POLICY:** For safety and accessibility reasons, Pet Sitters will not hold onto client's spare keys outside of completing services. Bipetual Care requests other safe alternatives for Pet Sitter to enter the client's home, e.g., storing a spare key in a lockbox, installing an electronic lock on the front door, access through attached garage with code, leaving a spare key with building attendant/concierge, or other contingency options suggested by the client and approved by the Pet Sitter before confirming any requested services.

9. **CONCIERGE POLICY:** If the client lives in a building or community with an authoritative concierge (e.g., doorman, gatekeeper), they are to inform such persons of Pet Sitter booked to complete services, under Bipetual Care, in the client's home, before requesting services for confirmation.
10. **VISITOR POLICY:** Before a service is booked, the client must inform Pet Sitter of any outside business services (e.g., housekeeping, landscaping, remodeling) being completed during said booked service, and must inform Pet Sitter of any possible visitors (i.e., family, friends, neighbors) expected to arrive during booked service while the client is away. If the client does not inform Pet Sitter of visitors, Pet Sitter will not answer to or allow any visitors into the client's home under any circumstances. Only if the client directly contacts Pet Sitter to inform them of the arrived visitors will Pet Sitter allow visitors in the home under supervision for the pet's safety. Bipetual Care will not agree to House Sit or Overnight services when people of the household are present overnight.
11. **HOME RESPONSIBILITIES:** For booked pet sitting services (i.e., House Sit, Overnight, Drop-in Visit), Pet Sitter will tend to basic household tasks, e.g., retrieving mail (including packages and newspaper), watering plants, taking out trash, alternating lights/curtains, and cleaning any messes made by pets or Pet Sitter. Pet Sitter is not responsible for wilted, dead, or otherwise unhealthy plants, and is not responsible for damages to the home beyond their control (e.g., leaks, electrical issues, stolen mail, acts of nature). The client will not hold Pet Sitter or Bipetual Care responsible or liable for any damages to the home.
12. **CLIENT HOSPITALITY:** While greatly appreciated, the client is under no obligation to provide or offer hospitable essentials (food, toiletries, appliance usage, etc.) to the Pet Sitter working in their home. If the client chooses to provide such things, Bipetual Care and their staff are under no obligation to reimburse the client. If the client prefers not to provide such things, they are to write a notice under household rules and limitations for Pet Sitter.
13. **JOB-SHARING REFUSAL:** Bipetual Care will not accept booking requests from clients who ask, require, or suggest third parties (e.g., family, neighbors, separate pet care provider) to also care for pets in the same timeframe the client is away from home. I.e., if the client requests Bipetual Care's Pet Sitter to complete Drop-in Visits in the mornings and intends for a family member to care for pets in the evenings, Bipetual Care will not accept such a request and will alternatively suggest Pet Sitter complete both morning and evening Drop-in Visits and family member become an emergency contact. If the client does not accept these terms, then Bipetual Care will decline service request that includes job-sharing. If the client fails to inform Bipetual Care and Pet Sitter of job-sharing for a requested service, and Bipetual Care or Pet Sitter discover so from external parties while performing services, Bipetual Care will make every attempt to contact client to cancel ongoing services for violating these terms and the client will not receive a cancellation refund.
14. **SUBSTITUTE CARE:** In the event of personal emergency or illness of Pet Sitter, the client authorizes the primary Pet Sitter to arrange for the assigned secondary Pet Sitter to fulfill responsibilities as set forth of the booked services. If in the event the secondary Pet Sitter is unavailable, Bipetual Care will arrange for another qualified Pet Sitter to fulfill service responsibilities. If no other Pet Sitter is available, Bipetual Care will arrange the client's emergency contact to take on responsibilities of the pets and reimburse a 100% refund to the client. If emergency contacts are unavailable, Bipetual Care will place pets in a secure boarding kennel home or facility. Every attempt will be made to notify client of such situation.

#### **IV. MISCELLANEOUS**

1. **PET PHOTOGRAPHS:** Under US Copyright Law, any and all photographs and videos taken of the client's pets while serviced belong to Bipetual Care to use for any purpose, including, but not limited to, marketing, branding, portfolios, promotions, and are subject to be posted publicly on website, social media platforms, and otherwise, without notification or compensation to the client.

2. **EMERGENCY WELLNESS CHECK:** Bipetual Care offers clients Emergency Wellness Checks: a free of charge, last-minute, request visit to quickly check on the pet's safety and wellbeing in the client's home, while the client is away and unable to immediately return home due to an emergency, and unable to find another person/contact to do so in their stead. Scenarios include
- (a) checking on the wellbeing of the pet (i.e., accidentally not kenneled, hazardous choking materials left out, left alone too long since they last went out)
  - (b) inspecting the safety of the home (i.e., unlocked/open doors or gates, left on appliances)

Emergency Wellness Checks are for emergencies, not to be unduly requested by the client and not to be demanded for anything outside of the pet's safety. Emergency Wellness Checks are subject to availability and are to remain under 14 minutes. If over 14 minutes, the client will be charged accordingly depending on length of time Pet Sitter tends to pet's needs.

3. **WAIVER OF LIABILITY:** The client will be responsible for all reparations and medical expenses resulting from any damage or harm, beyond the control of Pet Sitter, by the client's pets. The client agrees to pay the full cost of any and all reparations and medical expenses should they arise to Pet Sitter or their possessions as a result of the pet's actions. Bipetual Care shall not be liable for, and the client agrees to indemnify, hold harmless, and defend Bipetual Care for, any loss or damage whatsoever, including, but not limited to, damage to the client's property, damage to the property of others, or damage or harm to persons or animals that has been substantially caused by the client's pet. Pet Sitter will take all appropriate actions to ensure that the client's pets are not placed in the company of aggressive or violent animals and/or will safely remove client's pets from any animal fight. Bipetual Care and its Pet Sitters will not be responsible for any pets that instigate fights with other animals or is injured by another animal while under the care of Pet Sitter. Pet Sitter agrees to provide booked services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, **THE CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AGAINST PET SITTER AND BIPETUAL CARE ARISING OUT OF OR RELATING TO THE PROVISION OF SERVICES HEREUNDER, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER AND BIPETUAL CARE. SHOULD PET SITTER OR ANY AUTHORIZED PERSON ACCOMPANYING PET SITTER SUSTAIN ANY INJURY, DISEASE OR OTHER HARM IN THE COURSE OF PROVIDING SERVICES HEREUNDER, CLIENT WILL INDEMNIFY PET SITTER AND BIPETUAL CARE AND HOLD IT HARMLESS WITH RESPECT TO ALL LOSS, EXPENSE AND DAMAGE CAUSED THEREBY, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER.**

The client acknowledges that by agreeing and signing below, they are providing approval for the provision of services by Pet Sitter during any service period requested by the client and accepted by Bipetual Care. Upon scheduling and confirmation, Pet Sitter and Bipetual Care will be authorized to enter the client's premises and perform services without additional signed contracts or written authorization, and to accept reservations for future bookings, subject to availability. Pet care services cannot be provided, and no agreement exists for pet care services on any specific dates, until this Service Agreement has been reviewed and signed by the client.

I, the client, have reviewed this Service Agreement Contract in its entirety. The information provided by me in my profile and my pets profiles on *Scout for Pet Owners* will be complete with accurate information and updated accordingly, and I agree to all terms and conditions as set out in this contract.

Print First Last Name: \_\_\_\_\_

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