

Eva and Val's Puppy Pals

449 W Silver Star Rd Unit 593
Ocoee, FL 34761
(954) 662-3021



Pet Sitting Services Agreement

This pet sitting contract (“Agreement”) is made effective on January 1, 2026. In this Agreement, the party who is contracting to receive services will be referred to as “Owner” and the party who is providing the services (Eva and Val’s Puppy Pals, LLC) referred to as “Provider”.

Any reference to pets in this contract shall refer to those specified on the Pet Registration Form. Any reference to Owner in this Agreement shall refer to the Owner Name, including their affiliates and immediate family members, indicated on the Pet Registration and Booking Forms.

This Pet Sitting Agreement will remain valid for future services, up to 1 year, with the exception of any agreed changes in fees, dates of service, frequency, and or total number of visits.

1. Services Provided: Whereas the Owner wishes to engage the Provider and the Provider agrees to undertake the services under the terms and provisions defined in this Pet Sitting Agreement, Pet Registration Form and Booking Form, which shall all become part of this Agreement. The Provider will provide the necessary care and attention to ensure the health and well-being of the pet(s).

2. Hours for Drop-off & Pick-up: The Provider is responsible for notifying the Owner of the reserved window for pick-up and drop-off time for all daycare and boarding services on the booking invoice. The Owner is responsible of notifying the Provider of any changes to the pick-up and drop-off times as soon as possible. Any changes to the pick-up or drop-off times indicated on the booking invoice by the Owner after confirmation of the booking will be subject to availability and agreement by the Provider. The Provider will not be held liable for accommodating any changes to the pick-up or drop-off times made by the Owner. If the Provider is unable to accommodate the changes requested the Owner may terminate the booking but will still be held to the terms of this Agreement regarding compensation and refunds.

The Owner agrees to not obtain access or enter the premises of the Provider without consent by the Provider. The Owner agrees to adhere to the reserved drop-off and pick-

up time as indicated on the invoice. Obtaining access to the Provider's neighborhood without consent will be considered trespassing.

3. Compensation: The Owner agrees to pay the FULL Agreed Upon Amount in the invoice provided via email by the provider for the pet sitting service prior to initiation of the services. If the Owner does not pay the FULL Agreed Upon Amount within 24 hours of the Provider initiating services this contract will be NULL and the Provider will not be responsible for providing services.

Holiday Deposits: Booking deposits will be required for booking confirmation for the designated holiday dates below if the booking overlaps with any of the days listed. The Owner is responsible for paying the booking deposit of \$100 to engage in this agreement in order to reserve the services on the designated dates requested on the Booking Form. Should the amount for the entire duration of pet sitting services be less than \$100; then a 100% booking deposit will be due in order to reserve the services for the designated dates. If the Owner does not pay the deposit within 24 hours of booking confirmation, they will forfeit the reserved dates for pet sitting services. Holiday deposits are NON-REFUNDABLE, regardless of services rendered. The designated holidays shall be:

Minor Holidays:

- Martin Luther King Jr. Day Weekend (Sunday & Monday)
- President's Day Weekend (Sunday & Monday)
- Memorial Day Weekend (Saturday, Sunday & Monday)
- Labor Day Weekend (Saturday, Sunday & Monday)

Major Holidays:

- Independence Day (July 3rd & July 4th)
- Thanksgiving (Thanksgiving Eve & Thanksgiving Day)
- Christmas (Christmas Eve & Christmas Day)
- New Years (New Years Eve & New Years Day)

Holiday Rates: A holiday surcharge will apply to the above dates as follows:

- Boarding on **Minor Holidays**: \$75 per night
- Boarding on **Major Holidays**: \$100 per night
- Daycare all Holidays: \$45 per day (no Daycare packages may apply)
- Walks/Drop In Visits on **Minor Holidays**: \$30-\$40 per visit (dependent on mileage)
- Walks/Drop In Visits on **Major Holidays**: \$40-\$50 per visit (dependent on mileage)
- Emergency services on all Holidays: \$40 transportation fee plus \$40/hour

4. Doggy Daycare Packages: Purchases of doggy daycare packages are only eligible for redemption from the 1st of the month to the last day of the month as indicated on the invoice. Redemption of days are subject to the availability of the Provider. Redemption of days in a daycare package are not redeemable on any of the designated holiday periods listed above. If days for a package are not redeemed by the last day of the month by the Owner, then they will be considered forfeited. No refunds or credits will be provided by the Provider in the event that the Owner does not redeem the days purchased in their package. Doggy daycare packages cannot be combined with additional discount offerings. The Owner must give more than a 24 hour notice to change a redemption date. The Owner understands that any daycare cancellations with less than 24 hours notice will not be refunded or rescheduled.

5. Refunds: The following instances will warrant a refund by the Provider to the Owner:

- Changes/cancellations by the Owner made within 24 hours of initiation of services
- Termination of this contract by the Provider outside of failure to comply to the agreed upon terms set forth in this Agreement by the Owner

Once within the 24-hour window of service initiation, services will be considered **RENDERED and NO REFUND** will be issued regardless of late departure or early return of the Owner. No credits will be provided in lieu of refunds.

6. Photography/Videography: During the course of the services being provided, the Provider will take pictures and may include videos of the Owner's pets. These pictures and videos may be used to provide daily updates to the Owners via text or email. By agreeing to the terms of this contract, it is agreed that the Providers will have full authoritative use of the photography/videography for marketing in public spaces, public events, and social media websites, as deemed appropriate. Should the Owner wish for their pet to not be photographed they are to notify the Provider at the start of the booking of their request and agree to opt out of the daily updates messages.

7. Access to Owner Premises: For drop-ins, walks, and transportation services, the OWNER is responsible to provide access to the premises, including but not limited to door keys, door and garage access codes, gate access codes/entry, to allow for the care of the pet(s) during the specified dates. If access is failed to be provided, the Provider will make effort to contact the Owner to obtain access to the premises. If the Owner does not provide access within 20 minutes of services initiating then the services will be considered rendered. No refund of service will be provided in the event the Provider is unable to access the premises. Should the Owner request the Provider to return to the premises an additional service charge of \$30 will be required. The Provider will handle the key/access with utmost care and confidentiality.

Failure to provide access charge: \$30

8. Emergency Situations: In case of an emergency or illness of the pet(s), the Provider will make every effort to contact the Owner and obtain appropriate veterinary care. Should the Provider be unable to reach the Owner within 2 hours of an emergency, the Provider is authorized to transport the pet(s) to their listed veterinarian, request on-site treatment from a veterinarian, or transport the pet(s) to an emergency clinic if the listed veterinarian is not a feasible option. The Owner shall be liable for all medical expenses and agrees to either contact the treating veterinarian to provide payment or reimburse any veterinary expenses incurred on behalf of the pet(s) to the Provider.

Provider compensation for emergency services: The Provider shall be compensated for emergency services at a \$40 transportation fee plus \$25 hourly rate. If the emergency service must be rendered on a holiday then the hourly rate will be \$40. Billing of Provider compensation shall begin at the time of transporting the pet(s) to the veterinarian/emergency clinic.

The Provider, its owners and agents, WILL NOT BE HELD LIABLE for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

9. Pet Behavior and Safety: The Owner is responsible for disclosing any behavioral conditions, habits, medical conditions, pre-existing conditions (allergies, injuries) and or special needs regarding their pet(s) on the Pet Registration Form and during the initial meet and greet required to initiate services. Any false, wrongful or misleading information in the Pet Registration form and Booking Form, e.g., the pet does not get along with children or other animals but the Owner indicates on the form that the pet does, may constitute a breach of terms of this Agreement and be grounds for instant termination thereof.

Should any pet become aggressive or dangerous, the Provider will notify the Owner immediately. It will be the Owner's responsibility to arrange care for the pet within 24 hours of being notified and this Agreement will be deemed terminated unless the Provider agrees to continue with other home caring duties and/or caring for other listed pets at no reduction in compensation.

Should the Owner's pet(s) attack another animal or one of the Providers agents or affiliates, the Owner is responsible for any and all charges related to veterinarian or emergency veterinarian visit charges. This is in conjunction with hard evidence that it was your pet that produced said damages. If the pet in question requires urgent medical attention the Owner(s) are responsible for ALL medical bills. If the animal attacked requires urgent medical attention resulting from the incident the Owner(s) are responsible for ALL medical bills. The Provider will transport the pet(s) to the

veterinarian clinic or emergency veterinarian and be compensated for emergency services at the rate designated above for emergency situations. The Provider, its owners and agents, WILL NOT BE HELD LIABLE for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

10. Vaccinations: The Owner is responsible for ensuring that their pet(s) are up to date on their Rabies, DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), and Bordatella (Kennel Cough). Proof of vaccinations must be provided via email to evaandvalspuppypals@gmail.com within 24 hours of any services being provided. The Provider, its owners and agents, shall not be held liable for any decline in health due to non-vaccinated pet(s). The Provider will transport the pet(s) to the veterinarian clinic or emergency veterinarian and be compensated for emergency services at the rate designated above for emergency situations. The Provider, its owners and agents, WILL NOT BE HELD LIABLE for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

11. Flea and Tick Prevention: The Owner is responsible for ensuring that their pet(s) are on proper flea and tick prevention as appropriate. If the Owner chooses to not have their pet on any flea and tick prevention, the Provider, its owners and agents, WILL NOT BE HELD LIABLE for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

If a pet under the care of the Provider is found to have any fleas or ticks, the Provider will notify the Owner immediately. It will be the Owner's responsibility to arrange care for the pet within 24 hours of being notified and this Agreement will be deemed terminated unless the Provider agrees to continue with other home caring duties and/or caring for other listed pets at no reduction in compensation. The pet(s) will NOT be allowed to remain on the premises of the Provider until they have been treated appropriately and are deemed flea and tick free by a veterinarian. The Provider may provide transportation of the pet(s) to their respective home and continue with walks/drop-in visits for the pet(s) so long as the Owner agrees to compensate the Provider a \$150 fee for transportation and \$30 per walk/drop-in visit required until the Owner returns.

Transportation fee: \$150

Walks/Drop-in Visit: \$30 per visit (additional fees may apply, mileage & additional pets)

12. Pet Wellness: The Provider shall have the right to refuse to host any pet(s) that has a transmittable illness. If you, the Owner, knows of an illness that your pet(s) is/are experiencing, e.g., runny eyes, fever, runny nose, coughing, vomiting, diarrhea,

lethargy, decreased appetite, eye redness, discharge from eyes, labored/rapid breathing, then you, the Owner, are responsible for disclosing that information to the Provider prior to the services beginning. If the Owner chooses to continue with the Provider services, the Provider will not be held responsible for any decline in the pet(s) health. The Provider will transport the pet(s) to the veterinarian clinic or emergency veterinarian and be compensated for emergency services at the rate designated above for emergency situations. The Provider, its owners and agents, **WILL NOT BE HELD LIABLE** for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

13. Damage to Property: In the event, that the Owner's pet(s) causes personal property and/or physical damage to the home of the Provider and/or to the Owner's home, you (Owner) take full responsibility for the damages and repairs. Evidence will be provided that the pet in question is responsible for the damages. If the pet requires medical attention from said damages, the Owner(s) are responsible for ALL veterinarian medical bills, e.g., your dog chews on wood from the cabinets or baseboards. The Provider will transport the pet(s) to the veterinarian clinic or emergency veterinarian and be compensated for emergency services at the rate designated above for emergency situations. The Provider, its owners and agents, **WILL NOT BE HELD LIABLE** for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death.

14. Liability: The Provider will take reasonable precautions to ensure the safety of the pet(s) in their care. However, they are not responsible for any injuries, illness, or loss of the pet(s) that may occur during the agreed-upon period. The Provider shall not be liable for any mishap of whatsoever nature which may befall a pet or caused by a pet who has unsupervised access to the outdoors at the Owner's premises.

The Owner agrees to hold the Provider, its owners and all agents, harmless from and against any and all actions, causes of action, warranties, claims, demands, lawsuits, debts, sums of money, covenants, guarantees, promises, damages, judgments, and claims of any kind or nature in connection with or arising out of this Pet Sitting Agreement and the transactions and services contemplated thereby.

The Owner agrees to indemnify and defend the Provider, its owners and all agents, harmless from and against any and all third party actions, causes of action, demands, warranties, claims, lawsuits, debts, sums of money, covenants, guarantees, promises, damages, judgments and claims of any kind or nature in connection with or arising out of the performance of this Pet Sitting Agreement, including without implied limitation, costs and fees associated with emergency medical care for my pet(s), veterinarian care charges ordered by me, or any claims that my pet injured or caused damage to any third party while in the care of the Provider.

The Owner agrees not to sue and fully and forever release and discharge the Provider, its owners and all agents, from any and all claims, present or future, whether the same be known or unknown, anticipated or unanticipated, including but not limited to, claims for the Providers own negligence and/or fault of the Provider (excluding gross negligence or intentional torts).

15. Abandonment by or Death of Owner: The Owner is responsible for providing an emergency contact to the Provider. In the event of owner abandonment and/or death; the Provider will make effort to contact the Owner's emergency contact who will take full responsibility for animal(s). The Provider will attempt to contact pet owner and emergency contact up to 30 days via text, email, phone call after agreed service end date. Per Florida Regulations after 30 days of no response the pet(s) will be considered surrendered to the Provider.

16. Inclement Weather: The Owner gives the Provider authorization to modify walk/drop-in/transportations as appropriate due to inclement weather to ensure the safety of the Provider and the pet(s). In the event of a Hurricane or Tropical Storm, where curfews or shelter in place are ordered, the Provider will provide walks/drop-ins until the time allowed. The Provider will not be able to provide services when it is deemed unsafe to travel. The Owner will be responsible for identifying and providing an emergency contact who will be able to take responsibility for the pet(s). The Owner will be responsible for leaving enough food, water and puppy pads for at least 7 days. Failing to provide adequate supplies for the pet(s) during the inclement weather shall result in a \$100 service fee. In the event, that there are no emergency contacts available to take responsibility for the pet(s) during the inclement weather, the Owner gives the Provider full authorization to transport the pet(s) to the Provider's premises and agrees to compensate the Provider \$75 per night for overnight stays and a \$100 transportation service fee if appropriate. If evacuation is ordered, the Owner MUST have an emergency contact available to take responsibility of the pet(s). The Provider, its owners and agents, WILL NOT BE HELD LIABLE for any injuries sustained, unpaid veterinarian bill(s), decline in health, veterinarian or animal hospital/emergency veterinarian visits and fees, loss of appetite, dehydration and/or in severe cases death in the event of inclement weather.

Failure to provide adequate supplies: \$100

Inclement weather transportation fee: \$100

Inclement weather overnight stays: \$75 per night

17. Termination: Either party may terminate this contract with written notice at least 7 days prior to the agreed-upon start date and the payment by the Owner of any outstanding charges. The Provider shall not terminate this contract less than 7 days from initiation of services unless an extenuating circumstance were to exist or the

Owner fails to meet their responsibilities set forth in this contract. The Owner may terminate this contract with written notice within 24 hours prior to the agreed-upon start date and the payment by the Owner of any outstanding charges. The Owner agrees to forfeit any deposits made as set forth in this contract should they terminate the contract. The Owner agrees to forfeit the full invoice amount should they terminate the contract with less than 24-hour notice to the Provider.

18. Governing Law: This Agreement shall be governed by and interpreted in accordance with the laws of Florida, including but not limited to, Fla. Stat. § 95.11, Fla. Stat. chs. 670-680, Uniform Commercial Code, Fla. Stat. §§ 685.01-685.02, Fla. Stat. § 812.04 and Fla. Stat. §§ 817.011-817.685.

19. Agreement: By the Owner paying the deposit or booking invoice amount and the Provider accepting payment, both parties acknowledge and agree to the terms and conditions outlined in this Agreement. In addition, the Owner must read and understand the terms and conditions of this Pet Sitting Agreement with each booking request submitted on the Booking Form. By the Owner selecting “Agree” on the Booking Form they are agreeing to all terms and conditions set forth in this Agreement. Any false, wrongful or misleading information on the Booking Form, e.g., agreeing to the terms and conditions of this Agreement when the Owner did not read the terms and conditions or does not truly agree with them, may constitute a breach of terms of this Agreement and be grounds for instant termination thereof.