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## Pet Care Service Agreement

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**Business:**

Pet Care Companion  
Detroit, MI 48207  
313-380-2373

**Client:**

Sample Client  
411 Faux St., Detroit, MI 48202  
313-123-1234

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This contract is between Pet Care Companion (the "Business") and Sample Client (the "Client").

By booking services, the Client agrees to the terms below.

### Service Commitment

The Business agrees to provide compassionate, reliable care for the Client's pet(s) during the dates specified in the corresponding invoice(s). The Business is not liable for circumstances beyond its control, including natural disasters, sudden illness, or unanticipated behavioral issues.

### Pet Health & Temperament

The Client affirms that their pet(s):

- Are free from contagious illnesses and parasites, including fleas, that could pose a risk to other animals or humans.
- Will not pose a threat to pet sitters.
- Will not pose a threat to any other dogs or cats or humans in the home (*boarding only*).

The Client agrees to update the Business regarding any changes to their pet's health or behavior before each service period.

### Acts of Aggression

If a pet belonging to the Client injures a human or another pet while under the Business's supervision, the Business's service obligation terminates immediately. The Client agrees to:

- Promptly retrieve the pet upon request (*if boarding*).
- Pay any medical expenses resulting from the incident.
- Acknowledge that the pet will not be accepted for future services.

### Boarding-Only Clauses

*Applies only to pets in boarding care.*

**Add-on Hours:** If pickup is more than 3 hours later than the drop-off time on the service start date, an additional charge will apply.

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**No-Show:** If the Client fails to pick up their pet(s) by the agreed end date without prior communication and approval:

- The Client may be charged a fee in addition to the nightly rate for each additional night of boarding.
- If the Business can no longer accommodate the pet(s) and cannot reach the Client or their secondary contact despite reasonable efforts, the Business may place the pet(s) with a no-kill shelter, rescue, or other safe facility until the Client or a representative retrieves them.

## Invoices & Payments

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The Business will issue invoices prior to or during the booking period. The Client agrees to:

- Pay all charges, including fees, by the stated due date.
- Make any required upfront or installment payments as specified.
- Accept that late payment may result in service refusal and/or a late fee.

## User Account

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The Business will create a user account for the Client, containing information about the Client and their pet(s). The Client:

- Will receive login details and may edit the profile at any time.
- Is responsible for keeping their contact and pet information accurate and current.

## Secondary Contact

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The Client must list a secondary contact who is authorized to retrieve their pet(s) (*boarding only*) if the Client is unavailable and who may authorize emergency vet care on the Client's behalf if they cannot be reached to do so.

## Emergency Vet Care

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In the event of their pet(s) having a medical emergency while in the Business's care, the Client authorizes the Business to seek veterinary care, from the Client's regular veterinarian or any available, without prior contact with the Client, and agrees to reimburse any exam fee paid by the Business if the incident is not covered by the Business's insurance.

The Client understands that medical treatment will always require direct approval and payment.

The Client or their secondary contact must be reachable prior to any treatment to authorize or decline it and to cover any associated costs.

If the incident is covered by the Business's insurance, upon receiving payout, the Business will reimburse the Client, or their secondary contact if applicable, for the insurance-covered charges that they had paid.

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## Communication

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The Client agrees to receive service-related communications, which may include photos or videos, via text messages and/or emails.

## Photos & Videos

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The Client grants permission for the Business to use photos and videos of their pet(s) for marketing purposes (e.g., website, social media). No compensation will be provided.

## Modifications & Termination

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Any changes to this agreement must be signed by both parties.

The Business may update these terms. Any new version will require the Client's signed acceptance before the next service period.

This agreement remains valid until replaced or terminated by mutual agreement.

## Liability & Indemnification

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The Business is not liable for injury, illness, loss, or death of any pet except in cases of proven gross negligence or willful misconduct.

The Client agrees to hold harmless and indemnify the Business against any claims arising from their pet's health, condition, or behavior.

## Signatures

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This contract may be signed electronically or in hard copy. If signed in hard copy, it must be returned to the Business for valid record. Electronic signatures count as original for all purposes.

With their signatures below, both parties agree to the terms and provisions of this agreement.

**Business Representative: Jenny McIntyre**

**Business Rep Signature:**

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Jenny

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**Client Signature:**



S. Client

**Date:** September 10, 2025