



Tawnya Roybal

PROFESSIONAL PET SITTING | INSURED & BONDED

Reliable care in the comfort of your pet's own home.

971-317-8055 • trpetsitting@aol.com

SERVICE AGREEMENT

Introduction

This Service Agreement is entered into between Tawnya Roybal ("Pet Sitter") and the undersigned Client ("Client"). By signing this Agreement, Client acknowledges and agrees to the following terms for pet sitting and related services.

1. Services

Pet Sitter agrees to provide pet sitting services as requested by Client and confirmed through booking. Services may include feeding, providing fresh water, companionship, exercise, litter box maintenance, pet waste and pet mess clean-up, oral and topical medication administration, mail collection, indoor plant watering, and moving household trash or recycling bins to and from the curb or designated collection area when applicable.

P rearranged injectable medication and subcutaneous fluid administration may also be available as specialized services for an additional charge.

Services are customized to each household and are subject to the time limitations of the scheduled visit. Pet care and pet safety will take priority over complimentary household services.

2. Included & Complimentary Services

Complimentary household services such as mail collection, indoor plant watering, pet mess clean-up, and moving household trash or recycling bins to and from the curb on scheduled collection days may be provided when requested and reasonably possible within the scheduled visit time.

Mail collection is included only when the mailbox is located at or immediately adjacent to the residence. Trash and recycling bin service is limited to moving accessible household bins between the residence and curb or designated collection area.

Indoor plant watering will be performed according to Client instructions. Pet Sitter is not responsible for the health, condition, damage, or loss of plants resulting from overwatering, underwatering, disease, pests, pre-existing conditions, environmental conditions, or other circumstances beyond Pet Sitter's reasonable control.

Medication administration is addressed separately below and is not considered a complimentary household service.

3. Payment

Payment is due in full seven (7) days prior to the first scheduled visit unless otherwise approved in advance.

Accepted payment methods include Venmo, cash, personal check, and other approved electronic payment methods.

Holiday bookings require payment in full at the time of booking.

Additional charges for specialized services, including injectable medication or subcutaneous fluid administration, will be communicated and agreed upon at the time of booking.

4. Cancellation Policy

Regular Bookings

More than 48 hours before the first scheduled visit: Full refund.

24-48 hours before the first scheduled visit: 50% refund.

Less than 24 hours before the first scheduled visit: No refund.

Holiday Bookings

More than seven (7) days before the first scheduled holiday visit: Full refund.

Less than seven (7) days but more than 72 hours before the first scheduled holiday visit: 50% refund.

Less than 72 hours before the first scheduled holiday visit: No refund.

Once services have begun, refunds are not guaranteed for unused or canceled visits. Cancellation fees may be waived or adjusted at Pet Sitter's discretion based on individual circumstances.

5. Scheduling

Visits are scheduled within agreed-upon service windows. Pet Sitter will make reasonable efforts to accommodate preferred visit times; however, exact arrival times cannot be guaranteed due to traffic, weather, emergencies, the needs of other animals receiving care, or other unforeseen circumstances.

If a pet requires medication or other care at a medically necessary or time-sensitive hour, Client must disclose this requirement before booking so Pet Sitter can determine whether the schedule can be accommodated.

6. Initial Meet-and-Greet

An initial complimentary meet-and-greet is required for all new clients prior to the first booking.

The meet-and-greet provides an opportunity to review pet care instructions, home access, medications, behavior, emergency information, and other relevant details.

Pet Sitter reserves the right to decline services if a pet, home environment, requested service, or other circumstance is determined to be unsuitable or unsafe.

7. Home Access

Client agrees to provide working keys, access codes, alarm information, and all necessary entry instructions prior to service.

Client is responsible for ensuring that locks, gates, doors, garage doors, keypads, alarm systems, and other means of access are functioning properly.

Pet Sitter is not responsible for delays or missed services caused by inaccurate instructions, malfunctioning locks or access systems, unavailable keys, changed access codes, or other access problems outside Pet Sitter's reasonable control.

Client agrees to promptly notify Pet Sitter of any changes to access information.

8. Pet Health, Behavior & Safety

Client certifies that, to the best of Client's knowledge, pets receiving services are free from known contagious illnesses that could pose a risk to Pet Sitter or other animals.

Client agrees to disclose all known medical conditions, medications, allergies, behavioral concerns, bite history, escape tendencies, special handling requirements, and other known safety risks before services begin.

Client agrees to promptly notify Pet Sitter of changes to a pet's health, medications, behavior, care instructions, household access information, veterinarian information, or emergency contacts.

Pet Sitter will make reasonable efforts to follow Client's written care instructions. Client is responsible for providing accurate, complete, and current instructions and sufficient food, medication, litter, and other necessary pet supplies for the scheduled service period.

9. Medication Administration

Routine oral and topical medication administration is included with scheduled pet sitting visits when requested and when the medication can be safely administered within the scheduled visit time.

Injectable medications and subcutaneous fluids are specialized services subject to an additional charge. These services must be arranged and approved in advance. Pet Sitter may require written instructions or a demonstration from the pet's veterinarian or veterinary care provider before agreeing to provide these services.

Client is responsible for providing the correct medication or fluids, appropriate supplies, and complete instructions regarding dosage or fluid amount, route of administration, frequency, timing, storage, and any special precautions.

Client agrees to disclose any known previous reactions, complications, difficulty administering medication or fluids, or behavioral concerns associated with treatment.

Pet Sitter will administer medication and fluids according to the instructions provided and will not independently diagnose a condition or change a prescribed dosage, fluid amount, frequency, route of administration, or treatment plan.

Pet Sitter will make reasonable efforts to administer medication or fluids as directed but cannot guarantee successful administration if a pet hides, resists, becomes aggressive, or cannot be safely handled. Pet Sitter will not forcibly restrain a pet when doing so could reasonably risk injury to the pet or Pet Sitter.

If medication or fluids cannot be safely administered, or if Pet Sitter observes an unusual reaction or other concerning condition, Pet Sitter will make reasonable efforts to contact Client and, when appropriate, the pet's veterinarian or emergency veterinary provider.

Client acknowledges that medication, injections, and subcutaneous fluid administration may involve risks or adverse reactions even when administered as directed. Nothing in this section is intended to relieve Pet Sitter of the responsibility to exercise reasonable care or to limit liability where prohibited by applicable law.

10. Aggressive or Unsafe Animals

Dogs or other animals that may present a safety concern may require an evaluation during the meet-and-greet before services are accepted.

Pet Sitter reserves the right to refuse, modify, or discontinue services for any animal exhibiting aggression, threatening behavior, unsafe leash manners, repeated attempts to bite or escape, or other behavior that creates a reasonable safety concern.

If Pet Sitter determines during a visit that safely handling or approaching an animal is not possible, Pet Sitter may limit the visit to those services that can be safely performed and will make reasonable efforts to notify Client.

No refund will be issued for a visit that cannot be completed because of aggressive, dangerous, or other significant behavior that was known to Client but not disclosed before service.

11. Emergency Veterinary Care

Client authorizes Tawnya Roybal ("Pet Sitter") to obtain veterinary care for Client's pet(s) in the event of illness, injury, or emergency when Client or the designated emergency contact cannot be reached, or when immediate care is reasonably necessary for the pet's health or safety.

Client authorizes veterinary providers to discuss the pet's condition, treatment options, and recommendations with Pet Sitter when Client cannot be reached.

When reasonably possible, Pet Sitter will attempt to contact Client and/or Client's designated emergency contact before authorizing non-emergency veterinary treatment.

Client remains responsible for veterinary expenses and other costs incurred on behalf of Client's pet, subject to applicable law.

Nothing in this Agreement is intended to waive any rights Client may have under applicable law or any insurance coverage that may apply in the event of negligence by Pet Sitter.

12. Limitation of Liability

Pet Sitter agrees to exercise reasonable care while providing services.

Pet Sitter is not responsible for injury, illness, loss, damage, escape, or other incidents resulting from circumstances beyond Pet Sitter's reasonable control, including pre-existing medical conditions, undisclosed medical or behavioral issues, actions of the pet, acts of nature, actions of third parties, or unsafe or defective conditions at the residence.

Client is responsible for informing Pet Sitter of known hazards at the residence that could reasonably affect the safety of Pet Sitter or Client's pets.

Nothing in this Agreement is intended to exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

13. Force Majeure & Unsafe Conditions

Pet Sitter shall not be responsible for delays or inability to perform services caused by severe weather, natural disasters, wildfire or smoke conditions, flooding, hazardous road conditions, road closures, power outages, government actions, evacuation orders, or other circumstances beyond Pet Sitter's reasonable control.

Pet Sitter will make reasonable efforts to provide scheduled services whenever safely possible.

Pet Sitter is not required to travel, enter a property, remain at a property, or perform a requested service when Pet Sitter reasonably determines that doing so would create an unsafe condition.

14. Photos

Client grants Pet Sitter permission to photograph Client's pet(s) for visit updates.

Client may separately authorize Pet Sitter to use photographs of Client's pet(s) for business marketing or promotional purposes. Pet Sitter will make reasonable efforts not to include personally identifying information, house numbers, access information, or other sensitive information in publicly shared photographs.

Marketing Photo Preference:

☐ Yes, Pet Sitter may use photos of my pet(s) for business marketing.

☐ No, please use photos only for private visit updates.

15. Other Persons Entering the Home

Client agrees to inform Pet Sitter if another person - including a family member, friend, neighbor, housekeeper, contractor, or other service provider - is expected to enter the residence during the scheduled pet sitting period.

Pet Sitter is not responsible for the actions, omissions, or conduct of other persons who have access to the residence or pets during the service period.

16. Changes to Pet Care Instructions

Client agrees to provide complete and current care instructions before services begin.

Material changes involving medications, feeding requirements, health conditions, behavior, home access, or other significant care needs should be communicated directly to Pet Sitter as soon as possible.

Pet Sitter will make reasonable efforts to accommodate changes but cannot guarantee that substantial last-minute changes or additional services can be accommodated within the originally scheduled visit time.

17. Termination or Modification of Services

Pet Sitter reserves the right to refuse, modify, or terminate services if conditions at the residence become unsafe, a pet presents an unexpected safety risk, Client has provided materially inaccurate or incomplete information, necessary access cannot be obtained, or circumstances prevent Pet Sitter from safely providing the agreed-upon services.

When reasonably possible, Pet Sitter will notify Client promptly of the situation and any resulting change in services.

18. Client Acknowledgment

By signing below, Client acknowledges that Client has read and understands this Service Agreement, has had an opportunity to ask questions, and agrees to its terms.

Client confirms that the pet care, veterinary, emergency contact, behavioral, medication, and home access information provided to Pet Sitter is accurate and complete to the best of Client's knowledge.

CLIENT

Name: _____

Signature: _____

Date: _____

PET SITTER

Tawnya Roybal

Signature: _____

Date: _____