



SOPHIE'S

PET SERVICES

Boarding • Pet Sitting • Pet Walking

Client Service Agreement

Business Overview

Sophies Pet Services LLC is a licensed and insured professional pet care provider committed to delivering exceptional services tailored to the unique needs of each client and their pet(s). Our mission is to offer a safe, trustworthy, and comfortable environment where pets are treated with love, patience, and respect. We provide services including but not limited to pet sitting, dog walking, overnight care, transportation, and behavioral observations. This Client Service Agreement sets forth the terms and conditions under which all services are provided, and both parties agree to abide by the stipulations within. Any deviations or exceptions must be agreed upon in writing and signed by both the Client and the Provider.

Meet & Greet Policy

Sophies Pet Services LLC requires a meet and greet prior to the beginning of any new client's service period. This visit serves as an initial consultation to allow the Provider to meet your pet, discuss their specific needs, confirm the environment is safe and compatible, and ensure that your pet responds well to the Provider.

- Meet and greets must be scheduled no later than 48 hours before the requested start date of services.
 - A last-minute meet and greet (requested within 72 hours) will result in a \$25 non-refundable fee.
 - Multiple pets, medical needs, or behavioral concerns may require extended consultations at additional cost.
 - Meet and greets do not guarantee acceptance of service.
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Suitability of Pet for Care

The health, safety, and well-being of all animals and humans under the care of Sophies Pet Services LLC is a top priority. If at any time your pet exhibits aggressive, destructive, unpredictable, or otherwise unmanageable behavior, Sophies Pet Services LLC reserves the right to terminate services.

Behaviors considered unsuitable include (but are not limited to):

- Excessive aggression or fear

- Escaping or destructive behavior
- Dangerous interactions with other pets or people
- Excessive barking or refusal to eat/drink

In such cases, the Client must make immediate alternative arrangements. No refunds will be given for early termination due to behavior.

Required Forms and Documentation

The following documents must be completed and submitted before the start of any services:

- Pet Profile/Pet intake form (behavior, feeding, potty, and medical info)
- Vaccination records (Rabies, Bordetella, DHPP)
- Emergency contact info
- Veterinary release form
- Signed waiver and this Service Agreement

Services will not be provided without these documents. Failure to disclose complete and accurate information may result in termination of services.

Health, Illness, and Vaccination Policy

All pets must be in good health and up to date on vaccinations. Any pet showing signs of illness may be denied care or isolated immediately.

- Sick pets (vomiting, diarrhea, fleas, coughing) will be referred for vet care at the client's expense.
- Vaccines must be administered at least 48 hours prior to the start of care.
- Pet must be FLEA & TICK FREE!

- Elderly pets or those with adjusted vaccine protocols require written veterinary approval.
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Payment and Cancellation Policy

- Full payment is due prior to service.
 - Payments accepted: Cash, Venmo, or agreed digital method.
 - Late payments may incur a \$15 late fee.
 - Cancellations made within 48 hours will not be refunded.
 - No-shows or same-day cancellations will be charged in full.
 - Repeated cancellations may lead to refusal of future service.
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Emergency Care and Veterinary Authorization

In case of emergency, Sophies Pet Services LLC will contact the client. If the client is unreachable, care will be sought at the nearest vet or emergency clinic.

- The client assumes full responsibility for all veterinary costs.
 - A signed veterinary release form is required prior to any care.
 - Sophies Pet Services LLC is not liable for outcomes resulting from emergency decisions made in good faith.
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Aggressive or Dangerous Pets

Clients must disclose any history of aggression or biting.

- Aggressive behavior during a stay will result in immediate termination.
- Crates may be used to protect other animals or humans.

- Failure to disclose aggression history is a breach of contract and may result in refusal of future care with no refund.
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Property Access and Home Visits (If Applicable)

For services provided at the client's home:

- The client must provide safe, working access (key, code, gate instructions, etc.).
 - Alarms must be deactivated or instructions provided.
 - Homes deemed unsafe, unsanitary, or hostile will result in immediate cancellation.
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Abandonment and Failure to Pick Up

- If a pet is not picked up within 24 hours of the agreed time and the client cannot be reached, the pet may be surrendered to animal control or a rescue.
 - The client will remain financially responsible for all associated costs.
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Liability Waiver

While every reasonable precaution will be taken, Sophies Pet Services LLC is not liable for:

- Illness, injury, escape, or death due to unforeseen circumstances
- Damage caused by pets to property or others
- Pre-existing conditions or medical emergencies outside our control

Clients agree to release Sophies Pet Services LLC of liability unless gross negligence is proven.

Photo and Social Media Consent

Photos and videos of pets in our care may be used for marketing, website, and social media purposes.

- If you do not consent, please notify us in writing.

Client Acknowledgment and Agreement

By signing below, I confirm that:

- I have read and fully understand the terms in this agreement.
- I accept responsibility for all fees and liabilities associated with my pet(s).
- I agree to all policies stated above.
- I understand that failure to comply may result in termination of services.

Client Signature: _____

Printed Name: _____

Date: _____