

# TERMS AND CONDITIONS

Booking any service with Doggotive LLC is equivalent to accepting the following terms and conditions.

## GENERAL REMARKS

Every dog accepted for training, home boarding, or daycare must have trimmed nails and clean fur. If a dog is brought in with untrimmed nails and/or dirty fur, an additional fee will be charged for nail trimming and/or a basic bath.

## PET-SITTING WITH BOARDING / TRAINING WITH BOARDING

1. To reserve your dog's stay, a deposit for the first day's fee must be paid at least 48 hours before the service starts.
2. The deposit is non-refundable if you cancel less than 24 hours before your dog's scheduled stay.
3. If Doggotive LLC cancels the service appointment, the deposit will be fully refunded. If the cancellation happens in less than 24 hours from the scheduled service time, you'll receive a one-time 25% discount on any future Doggotive services.
4. At least 50% of the total cost for your dog's stay and any additional services must be paid by the day the service begins.
5. A full payment for your dog's stay and any additional services must be made before the last scheduled day of the stay.
6. Each service day starts at 7am. If your dog stays past this time, you will be charged for a full extra day.
7. You can extend your dog's stay at the regular price if you let us know in advance - at least 48 hours before the stay ends. If the stay will be extended with a notice given in less than 48 hours, the service price for each additional day will go up by an extra 25%.
8. If your dog is not picked up by the scheduled time, each additional day will be charged at 150% of the regular daily rate.
9. Picking up or dropping off your dog between 8:30pm and 7:00am will incur an extra fee of 1.5 times the standard transportation rate.
10. On the last day of your dog's stay, a pick-up or drop-off must be done by 8:30pm. If it needs to happen later, there will be an extra hourly charge, and this request must be arranged in advance.
11. If the pet-sitter is unable to continue the service due to death, illness, or another emergency, your dog's care will be transferred to the pet-sitter's spouse, a selected pet hotel, or a person you've previously chosen as an emergency contact.
12. If your dog is picked up or dropped off by the pet-sitter or someone working for Doggotive LLC, you automatically agree to have your pet transported in a car. Doggotive LLC and the pet-sitter are not responsible for an injury or death resulting from road accidents unless they're caused by their negligence.
13. You must provide enough food for your dog's entire stay. If your dog is on a special diet that requires fresh cooking, you must either cover the cost of the ingredients or provide the necessary food before the start of the service. Additional dietary-related details can be arranged in advance.
14. You waive any claims in the event of your dog's death, injury, or disappearance unless it is caused by the negligence or irresponsibility of the pet-sitter or a representative of Doggotive LLC. This includes incidents such as car accidents, dog bites, choking, heart attacks, strokes, undetected or undisclosed chronic illnesses, sudden intestinal twists, or complications from treatment or breed-specific conditions.
15. Personalized dog home care services include individual training sessions, but they are not a part of a complete training or behavioral program.
16. If there is no contact from you or your emergency contact for more than 7 days after the agreed stay ends, the pet-sitter and the owner of Doggotive LLC reserves the right to decide on the future care of your dog.

17. If your dog has an emergency or shows symptoms of an illness, the pet-sitter will quickly let you know about your dog's health and will arrange transportation to the nearest veterinary clinic or a place of your choice. You will be responsible for paying the veterinary costs.
18. Once pet care or training services are provided, they cannot be refunded or disputed.

### **DAILY PET CARE:**

1. The listed price for the service includes 10 hours of care, starting from when the pet is picked up to when it is returned by the pet-sitter or a representative of Doggotive LLC, or from the time the pet is brought to and picked up from the previously agreed location.
2. If your pet is not picked up within 10 hours of being picked up by Doggotive LLC or brought to the previously agreed location, or if the guardians are not present during the drop-off time (for example, if there is no access to the home), a fee of \$25 will be charged for each additional hour of staying with your pet.
3. In order to receive the service, you need to pay in full before the scheduled service starts. A 25% deposit is required when you book the service to secure your service time and date.
4. The deposit will not be refunded if you cancel the service less than 16 hours before the scheduled service time.
5. If Doggotive LLC cancels the service less than 24 hours before it's scheduled, you will get a refund of your deposit and a one-time 25% discount on all future services.
6. Picking up or dropping off your dog between 8:30pm and 7:00am will incur an extra charge of 1.5 times of the standard transportation fee.
7. If there is no contact from you or your emergency contact for more than 7 days after the agreed stay ends, the pet-sitter and the owner of Doggotive LLC reserves the right to decide on the future care of your dog.
8. If your dog has an emergency or shows symptoms of an illness, the pet-sitter will quickly let you know about your dog's health and will arrange transportation to the nearest veterinary clinic or a place of your choice. You will be responsible for paying the veterinary costs.
9. If the pet-sitter is unable to continue the service due to death, illness, or another emergency, your dog's care will be transferred to the pet-sitter's spouse, a selected pet hotel, or a person you've previously chosen as an emergency contact.
10. If your dog is picked up or dropped off by the pet-sitter or someone working for Doggotive LLC, you automatically agree to have your pet transported in a car. Doggotive LLC and the pet-sitter are not responsible for an injury or death resulting from road accidents unless they're caused by their negligence.
11. You waive any claims in the event of your dog's death, injury, or disappearance unless it is caused by the negligence or irresponsibility of the pet-sitter or a representative of Doggotive LLC. This includes incidents such as car accidents, dog bites, choking, heart attacks, strokes, undetected or undisclosed chronic illnesses, sudden intestinal twists, or complications from treatment or breed-specific conditions.
12. Once the daily dog care service is provided, it cannot be refunded or disputed.

### **DOG-WALKING / HOME DROP-IN VISITS:**

1. A payment for the service must be made before the service begins.
2. You can get a refund for the service if you cancel at least 16 hours before the scheduled service time. If you cancel between 8 and 16 hours before the scheduled service start, a new service time will be scheduled together with you. If you cancel less than 8 hours before the service and do not contact us, you will receive a 50% refund of the total service cost.
3. The arrival time for the drop-in visit is approximate and may vary by +/- 25 minutes. The duration of the visit/service will be exactly as previously agreed upon and paid for at the time of the service booking.
4. All of the necessary supplies needed during the drop-in visit (leash, collar, food, bowls, litter box,

litter) must be easily accessible and visible right after entering the home.

5. The person providing the service on behalf of Doggotive LLC is not responsible for any belongings in the client's home.
6. The person providing the service on behalf of Doggotive LLC agrees to leave all items in a place where he/she initially found them when the drop-in visit started.
7. Drop-in visits for cats include giving water, food, and medications (if needed), cleaning the litter box, and some playtime. Taking cats for walks is not included in this drop-in service.
8. Drop-in visits for dogs include a walk at the time previously chosen by the client, refilling the water bowl, giving medications (if needed), and providing food (if required).
9. The pet-sitter representing Doggotive LLC and Doggotive LLC are not responsible for any damage caused by pets in the home while their owners are away.
10. The dog walker representing Doggotive LLC and Doggotive LLC are not responsible for your dog's death, injury, or disappearance unless it results from the pet-sitter's negligence. This includes accidents like car crashes, dog bites, choking, heart attacks, strokes, and sudden intestinal twists. We are also not responsible for issues related to chronic illnesses specific to certain breeds or complications from the treatment or previous illnesses.
11. Once the service has been completed, it is non-refundable and cannot be disputed.
12. If Doggotive LLC cancels the appointment/visit, the deposit will be fully refunded, and you will receive a one-time 25% discount on all services offered by Doggotive LLC.

#### **BEHAVIORAL CONSULTATIONS (IN-PERSON AND ONLINE):**

1. In order to secure your appointment, a \$50 deposit is required at least 24 hours prior to the scheduled service appointment time. A full payment is required before the scheduled behavioral consultation begins.
2. The deposit will not be refunded if you cancel your appointment less than 12 hours in advance. However, if you cancel more than 12 hours before the scheduled consultation time, we will gladly arrange a new appointment time.
3. If Doggotive LLC cancels the appointment, the deposit will be fully refunded, and you will receive a one-time 25% discount on all services offered by Doggotive LLC.
4. Once the consultation service has been completed, it is non-refundable and cannot be disputed.