

Uptown Pup Client Agreement

OWNER OBLIGATIONS

PAYMENT POLICY

All fees for services are based on current rates, which will always be displayed prominently on our website. A quote will always be provided to you at the time of booking upon request. Payment may be made via cash, check, or credit card. All check or cash payments are required to be left for your pet sitter in full, or a \$25 additional fee will apply if a staff member must return to retrieve payment.

Clients receiving regular weekly visits (e.g., routine midday walks or drop-ins) will be invoiced at the end of each service period. A valid credit card must be provided and will be charged automatically 7 days after invoice creation for services. If you would prefer another form of payment, it must be provided prior to the 7 day due date.

To reserve multi-day services, overnight stays, or holiday visits exceeding 3 days, a **non-refundable deposit of 50%** of the estimated total is required at the time of booking. Reservations are not confirmed until the deposit is received. The remaining balance will be charged at the completion of services. For clients booking dates extending more than 3 weeks (21 days) during holidays or high volume dates, payment of the estimated cost of services must be provided in full upon confirmation.

As stated, payment will be automatically charged to the credit card on file after 7 days if payment is not remitted. If payment is not received and card information is found to be invalid, a \$15 late fee will be charged for each week the invoice remains unpaid, and all future bookings will be suspended until payment is received.

Deliberate non-payment for services rendered may also constitute a criminal offense under **Georgia Code § 16-8-5 – Theft of Services**, which states: *"A person commits the offense of theft of services when, by deception and with the intent to avoid payment, he knowingly obtains services, accommodations, entertainment, or the use of personal property which is available only for compensation."* Clients are responsible for any costs incurred during the collection process, including administrative fees, late penalties, or legal expenses.

SCHEDULING, CHANGES, & CANCELLATIONS - WEEKLY & RECURRING SERVICES

We value the loyalty of our weekly and recurring clients and aim to provide as much flexibility as possible. As a service-based business, we reserve appointments for every pet in our care, and we ask for respectful notice if your plans change. Cancellations made less than 24 hours in advance may result in a 50% fee.

CHANGES & CANCELLATIONS - EXTENDED CARE

Changes to extended care reservations must be made with adequate notice. Cancellations made:

- 3 days or more in advance: deposit may be transferred to future services
- Less than 3 days in advance: deposit is forfeited
- Within 24 hours or same-day: payment in full is due

VISIT TIME FRAMES

Uptown Pup does not schedule exact appointment times. Your reservation will be assigned a two or three hour timeframe (e.g., 9:00–11:00 AM, 7:00–9:00 PM), and your visit will occur within those times. We do not guarantee or commit to specific arrival times. Sitters may adjust time based on weather, traffic, pet needs, or routing. If your pet requires time-sensitive care, this must be disclosed and approved prior to booking.

LATE BOOKING FEES

Requests within 24 hours of the requested start time may be subject to a late booking fee of \$10. Availability is not guaranteed for short-notice requests.

MISSED VISITS & TURNAWAYS

Payment in full will be required if visits are canceled upon arrival.

HOLIDAY SURCHARGE

A \$5-15 holiday surcharge may apply for services occurring on high volume dates or major holidays. If multiple services are set to occur on the date of a major holiday, this charge will apply once per holiday date. Uptown Pup observes:

- New Year's Day
- Easter
- Masters Tournament Days
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve & Day

AGGRESSIVE OR SPECIAL NEEDS PETS

It is the client's responsibility to inform Uptown Pup LLC of previous aggression or bite history. Clients will be held liable for any injury or property damage caused by their pet(s) as dictated by state law. For the safety of your pets and our staff, overly stressed or overly aggressive animals will not be eligible for rebooking.

EMERGENCY PROTOCOL

If Uptown Pup LLC is unable to make contact with you in the event of an emergency, Uptown Pup LLC will act in the best interest of your pet and seek medical treatment. In these circumstances, you designate Uptown Pup as your agent to obtain the services of a veterinarian, the cost of which will be at your expense. You are required to provide the name and contact information for at least one local emergency contact who is authorized to make urgent care decisions on your behalf. Uptown Pup, LLC will make reasonable attempts to consult this contact if you are unreachable.

VACCINATIONS & PREEXISTING HEALTH CONDITIONS

All pets are required to have a current Rabies vaccine as is required by Georgia and South Carolina law. This record must be provided prior to scheduled services. By signing this agreement, you certify that your pet is up to date on vaccines and has no known diseases. Should you become aware of a disease, you will notify Uptown Pup promptly to cancel your scheduled services. It is the client's responsibility to inform Uptown Pup, LLC of any and all preexisting health conditions for their pet(s).

Uptown Pup reserves the right to terminate services immediately and without refund if any information provided by the client is found to be false, misleading, or withheld- especially regarding pet health or behavior.

UNDISCLOSED PETS

Any and all animals on the property **must be disclosed prior to services**. This includes any pet that will be present during any portion of the scheduled reservation- regardless of whether care is requested. If an undisclosed animal is discovered on the property during care (including but not limited to aquatic pets, reptiles, small mammals, as well as domestic animals) a **\$100 fee per animal** will be charged **immediately** to the card on file and **all services will be terminated without refund**. Clients who violate this policy will be permanently barred from booking future services with Uptown Pup, LLC.

THIRD-PARTY ACCESS & HOUSEHOLD DISCLOSURE

To ensure the safety of your pets, home, and our team, Uptown Pup, LLC maintains a strict policy regarding third-party access during scheduled services:

- **SHARED RESPONSIBILITIES:** Because of our inability to monitor and manage the household, Uptown Pup, LLC will not share pet care responsibilities with third parties (e.g., neighbors, friends, family, or other pet sitters - including uninsured or informal caregivers).
- **OTHER SERVICES PROVIDERS:** Uptown Pup, LLC must be made aware of any contractors, cleaners, landscapers, or other service providers that may perform work in or around the home during active pet sitting visits. Uptown Pup, LLC reserves the right to decline providing pet care services in such cases should we deem it necessary to minimize the risk and to avoid potential safety concerns for your pets.
- **DISCLOSURE REQUIRED:** Uptown Pup, LLC must be informed in advance if **anyone at all** will be on the property for any reason. If an unannounced individual is encountered, the sitter reserves the right to leave immediately and halt services. No refunds will be issued in these cases.

If another person accesses the home or provides care without our knowledge, **all liability for pet safety and home security is transferred to the client**. Uptown Pup, LLC assumes no responsibility or liability for pet safety, home security, or any resulting incidents.

RESPECTFUL COMMUNICATION

We're committed to respectful, professional communication and expect the same in return. Uptown Pup, LLC has a zero tolerance policy for verbal abuse, aggressive language, or harassment of any kind. If any such communication occurs, all existing and future appointments will be canceled and the existing reservation will be charged in full.

PET & HOUSEHOLD SUPPLIES

You are responsible for providing adequate pet care and household cleaning supplies for the duration of each reservation. Supplies may include, but are not limited to, food, medication, medical supplies, a sturdy harness or collar, leash, appropriately sized crate, litter, litter bags, cleaning sprays, rags, paper towels, vacuum, broom, and mop. If supplies run out during the reservation, we will attempt to contact you. If unreachable, we will use reasonable judgement and may purchase missing supplies at your expense. See "Third-Party Expenses" for details.

THIRD-PARTY EXPENSES

If we must purchase supplies, medications, or pay for emergency veterinary care on your behalf, you will be charged the full cost of goods or services and a \$25 travel fee. All receipts will be provided and all charges will be added to your final invoice or processed via the card on file.

PICTURES

You consent to Uptown Pup, LLC taking photos of your pet & utilizing the same for its website, social media, and/or promotional or advertising purposes as determined by Uptown Pup, LLC.

OUTDOOR ANIMALS

Client affirms they will make a reasonable effort to secure the home & yard prior to leaving including gates, latches, or fences. Uptown Pup, LLC is not responsible for injury, disappearance, or fines of the pet(s) if the pet(s) have unsupervised access to the outdoors.

INCLEMENT WEATHER POLICY

During severe weather events, Uptown Pup, LLC may delay or cancel visits for the safety of our team. If care cannot be safely provided, we will attempt to notify you immediately and contact your emergency contact to secure alternative care.

HOME ACCESS & LOCKOUTS

Clients are responsible for providing accurate, functional keys, codes, or lockboxes. If access cannot be gained due to client error (e.g., dead batteries, jammed doors), the visit will be considered completed. If emergency access or a locksmith is required, costs will be billed to the client.

MEDICATIONS & SPECIAL CARE

Clients must provide clear, written instructions for all medications. Any and all medication updates are the client's responsibility to update in Time to Pet. Uptown Pup, LLC is not liable for outcomes due to incorrect or incomplete information. We reserve the right to decline medical services beyond our training.

PLANT CARE

Plant care must be requested in advance. While Uptown Pup, LLC is happy to assist with basic plant watering, we do not guarantee the health or survival of any indoor or outdoor plants. We are not liable for plant loss due to factors beyond our control. Plant care is provided as a courtesy and performed to the best of our ability based on the instructions given.

HAZARDOUS OR UNSAFE CONDITIONS

Clients are responsible for maintaining a safe and hazard-free environment. This includes secure gates, working locks, and safe walkways. Uptown Pup, LLC is not liable for injuries or damage caused by unsafe conditions or equipment failure.

For the safety of our team and your pets, Uptown Pup, LLC may decline or discontinue services if the home environment is found to be unsafe or unsuitable for care. This may include, but is not limited to:

- Unclean or unsanitary conditions
- Significant clutter or blocked access to pet care areas
- Strong odors, visible waste, or biohazards
- Pest infestations
- Conditions that present a health or safety concern for our sitters

RIGHT TO REFUSE OR TERMINATE SERVICES

Uptown Pup, LLC reserves the right to refuse or stop services at any time for reasons including safety, noncompliance with policies, or inappropriate behavior from client or pet.

UPTOWN PUP SITTER OBLIGATIONS

SERVICE EXECUTION

Uptown Pup, LLC agrees to provide all pet care services within the assigned time frame for each visit. Time blocks are approximate to allow for flexibility based on weather, traffic, safety, and your pet's needs.

DUTY OF CARE

We commit to providing responsible, attentive, and compassionate care to your pet(s) according to the instructions given at booking. This includes following feeding schedules, administering medications as directed, and respecting your pet's routines and behavior.

EMERGENCY RESPONSE

In the event of an emergency involving your pet or home, Uptown Pup, LLC will make reasonable efforts to contact you and your designated emergency contact. If unreachable, we will act in your pet's best interest using professional judgment, which may include seeking veterinary care or emergency services.

CONFIDENTIALITY & SECURITY

We will maintain strict confidentiality of your personal, household, and pet information. Access codes, keys, and schedules are safeguarded and will not be shared with unauthorized parties except in emergencies and with permission. No photos of your pet(s) will be posted until services have been completed and all identifying information (e.g. legible tags, house numbers) will be obscured.

RESPECT FOR YOUR HOME

Our staff will treat your home with care and respect, refraining from accessing off-limits areas or using personal appliances. Any accidental damage will be reported promptly.

COMMUNICATION & UPDATES

We strive to provide timely updates during your reservation, including visit confirmations, photos, and notes upon departure. Updates may vary depending on sitter availability and service conditions.

INSURED & EXPERIENCED STAFF

All services may be provided by any one of our team members, all of whom are background checked, fully trained, and insured under Uptown Pup, LLC.

CLOSE

This agreement will remain in effect for all future bookings unless updated by Uptown Pup, LLC or canceled in writing by either party. Periodically, agreements will be updated and you will be forwarded a new agreement when that occurs. By signing below, I acknowledge that I have read, understand, and agree to the terms outlined in this policy agreement. I agree to abide by all Uptown Pup, LLC policies and release the company from any liability for damages, losses, or claims related to services provided. I affirm that I am the legal owner or authorized caregiver of the pet(s) for which services are being requested.