



PET CARE SERVICE AGREEMENT

Please read carefully and retain a copy for your records.

1. PARTIES & AGREEMENT INFORMATION

Client full legal name

Service address

Primary phone

Email

2. SERVICES REQUESTED

Dog walking

Drop-in visits

Overnight care

Extended pet sitting

Service dates, schedule, pets covered and agreed services

3. SCOPE OF SERVICES

LYONS Signature Pet Services (the "Service Provider") will provide only the pet-care and household services confirmed in writing for the booking. Services may include dog walking, drop-in visits, feeding, fresh water, litter or waste care, play, medication assistance, overnight care, extended pet sitting, and agreed basic home tasks.

The Client authorizes the Service Provider to enter the residence and care for the listed pets during the confirmed service period. Material additions, schedule changes, extra pets, or tasks outside the confirmed booking may require approval and an additional fee.

Visit and arrival times are approximate unless a specific time is confirmed in writing. Pet needs, traffic, weather, emergencies, building access, and other circumstances may reasonably affect timing. The Service Provider will use reasonable efforts to follow the pet's established routine.

4. CLIENT RESPONSIBILITIES

- Provide complete, accurate, and current information about each pet's health, behavior, routine, medications, veterinarian, emergency contact, and home access.
- Provide sufficient food, medication, supplies, waste bags, cleaning supplies, secure leashes or harnesses, and safe equipment for the entire booking.
- Disclose any bite history, aggression, escape behavior, contagious condition, anxiety, mobility limitation, hazards, alarms, cameras, or other condition that could affect safety.
- Keep identification tags and any legally required vaccinations or licenses current, and provide a secure residence and working access method.



PAYMENT, RATES & RESERVATIONS

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5. PAYMENT POLICY

Payment due before completion. All services must be paid in full before the services are completed. For routine dog walks and drop-in visits, payment is due by the date shown on the invoice or booking confirmation, and no later than the first scheduled service unless LYONS Signature Pet Services agrees otherwise in writing.

Overnight and extended pet sitting. A 50% deposit is required at the time of booking. The remaining balance is due no later than 48 hours before the first scheduled service. A booking is not fully secured until the required deposit or payment has been received and the booking has been confirmed by LYONS Signature Pet Services.

Variable rates. Rates may vary depending on the length, type, timing, frequency, holiday schedule, number or needs of pets, travel requirements, or special requirements of the services. The rate shown in the written quote, invoice, or booking confirmation controls for that booking.

Reservation of dates. Once a booking has been confirmed and the required payment has been received, the requested dates are reserved specifically for the Client. Requested dates are not held by an inquiry, verbal discussion, or unsigned agreement alone.

Unpaid balances. If the required deposit or balance is not received by its due date, LYONS Signature Pet Services may decline to begin service, release the reserved dates, or suspend future services. The Client remains responsible for services already performed and authorized expenses.

Additional charges. The Client agrees to pay approved or reasonably necessary charges for added visits, extended visit time, additional pets, emergency supply purchases, unexpected access delays, after-hours requests, transportation, returned payments, or services beyond the confirmed booking. Whenever practical, approval will be obtained first.

6. CANCELLATIONS, EARLY RETURNS & EXTENSIONS

Cancellation and refund terms will be stated in the booking confirmation or current written cancellation policy. Because reserved time may prevent other bookings, deposits, prepaid amounts, holiday payments, and late cancellations may be nonrefundable or credited only as stated in that policy. The Client should not assume a refund or credit unless confirmed in writing.

Early return does not automatically reduce the agreed charge. If the Client returns early, the Client must notify the Service Provider promptly. Services will continue until notice is received and the residence and pet are safely transferred back to the Client or an authorized person.

An extension is subject to availability and is not accepted until confirmed in writing. Payment for an approved extension is due when requested. If travel is delayed and the Client cannot be reached, the Service Provider may continue essential care when reasonably necessary for the pet's welfare, at the Client's expense.

7. HOLIDAYS & PEAK PERIODS

Holiday or peak-period rates, minimum booking requirements, deposits, and cancellation terms may differ from standard rates and will be disclosed before confirmation. Holiday availability is limited and is not guaranteed until the required payment is received.



PET HEALTH, SAFETY & EMERGENCIES

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8. VETERINARY AUTHORIZATION

If the Client or emergency contact cannot be reached, the Client authorizes LYONS Signature Pet Services to obtain veterinary examination, treatment, hospitalization, medication, or emergency transportation that the Service Provider reasonably believes necessary to protect the pet's health or life. The Service Provider may use the Client's preferred veterinarian or the nearest available veterinary facility.

The Client is responsible for all veterinary, transportation, supply, and related costs. The Client authorizes the veterinary provider to release information needed for care and agrees to reimburse LYONS Signature Pet Services promptly for authorized expenses advanced on the Client's behalf.

Emergency treatment spending limit, if any

Preferred emergency hospital

9. MEDICATIONS & SPECIAL CARE

The Service Provider will make reasonable efforts to follow written medication and special-care instructions but does not provide veterinary services. Medication must be properly labeled, current, and supplied in sufficient quantity. The Client must disclose known reactions, administration difficulties, and missed-dose instructions.

The Service Provider may decline injections, complex medical procedures, forceful administration, or any task outside the Service Provider's training or comfort. If a pet will not safely accept medication, the Service Provider may contact the Client, emergency contact, veterinarian, or other qualified provider.

10. BEHAVIOR, LEASHES & OUTDOOR SAFETY

Dogs will remain leashed or secured in an enclosed area unless a different arrangement is expressly approved in writing. The Service Provider may alter or shorten a walk, avoid animals or people, or substitute indoor enrichment when conditions create a safety concern.

The Client is responsible for disclosing aggression, guarding, reactivity, bite history, escape behavior, and handling sensitivities. The Service Provider may stop or modify services immediately if a pet, person, property, or the Service Provider is at risk. Fees for completed or reserved services remain subject to this Agreement and the cancellation policy.

11. LOST PET OR ESCAPE RESPONSE

If a pet becomes lost or escapes despite reasonable care, the Service Provider may search, notify the Client and emergency contact, contact animal services or local authorities, notify the microchip company, post or distribute identifying information, and obtain assistance. The Client authorizes reasonable emergency actions and agrees to pay third-party costs approved by the Client or reasonably necessary for the pet's safe recovery.

12. INCLEMENT WEATHER & EMERGENCIES

During severe weather, unsafe heat, lightning, flooding, evacuation orders, building restrictions, road closures, or other hazardous conditions, the Service Provider may shorten, delay, relocate, or modify a visit while prioritizing essential feeding, water, medication, and elimination needs. The Service Provider will communicate material changes when reasonably possible.



HOME ACCESS, PROPERTY & COMMUNICATION

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13. KEYS, CODES & HOME ACCESS

The Client authorizes entry using the agreed key, lockbox, concierge arrangement, door code, garage access, or other method. The Client must test access and provide accurate instructions before service begins. Sensitive codes should be shared only through the secure method designated by LYONS Signature Pet Services.

The Client is responsible for locksmith, replacement key, access, concierge, parking, or additional visit costs caused by an inaccurate, unavailable, or failed access method unless caused by the Service Provider's negligence. Keys retained by the Service Provider will be identified and stored with reasonable security and without the Client's address when practical.

14. OTHER PEOPLE, PROVIDERS & SHARED ACCESS

The Client must disclose anyone else who may enter the residence or care for the pet during the service period. LYONS Signature Pet Services is not responsible for the acts, omissions, lost items, open doors or gates, schedule changes, or conflicting instructions of household members, guests, contractors, cleaners, building staff, or other pet-care providers, except to the extent responsibility cannot be excluded by law.

15. HOME CONDITIONS & PROPERTY

The Client will maintain a reasonably safe environment and disclose hazards, faulty locks, unsecured areas, pests, construction, weapons, pool access, toxic substances, and known property defects. The Service Provider may refuse an unsafe task or location and will notify the Client of a material concern when practical.

The Service Provider will perform only agreed household tasks. Pet accidents, damage, plant care, mail, packages, trash, lights, or thermostat tasks will be handled with reasonable care but are secondary to pet safety. The Client remains responsible for ordinary pet behavior, pre-existing damage, hidden defects, and events outside the Service Provider's reasonable control.

16. CAMERAS, PRIVACY & RECORDING

The Client must disclose indoor and outdoor cameras or recording devices in areas where services will occur. No camera may be placed in a bathroom, sleeping area used by an overnight sitter, or other location where privacy is reasonably expected. Undisclosed recording may result in immediate termination of overnight or in-home service, subject to applicable law.

17. UPDATES, PHOTOS & COMMUNICATION

The Service Provider may send visit updates and pet photographs by the Client's preferred method. Communications are informational and may be delayed by active pet care, emergencies, poor reception, or late-night hours. The Client authorizes routine photographs for private updates.

Optional marketing permission (not required for service):

☐ Yes, pet photos may be used without identifying my address.

☐ No marketing use.



LIABILITY, TERMINATION & GENERAL TERMS

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18. ASSUMPTION OF ORDINARY PET-CARE RISKS

The Client understands that pet care involves inherent and sometimes unpredictable risks, including illness, injury, escape, animal interactions, weather, property damage, and changes in a pet's condition. LYONS Signature Pet Services will use reasonable care consistent with the confirmed services and information provided by the Client.

19. LIMITATION OF LIABILITY

To the fullest extent permitted by Florida law, LYONS Signature Pet Services will not be liable for losses caused by inaccurate or incomplete Client information; a pet's undisclosed condition or behavior; acts of third parties; building or access failures; weather, utility, transportation, or governmental events; or other circumstances beyond reasonable control. Nothing in this Agreement waives liability that cannot legally be waived, including liability arising from gross negligence or intentional misconduct where applicable.

20. CLIENT RESPONSIBILITY & INDEMNIFICATION

To the fullest extent permitted by law, the Client is responsible for injury or damage caused by the Client's pet or by unsafe or undisclosed conditions at the residence. The Client agrees to reimburse and protect LYONS Signature Pet Services from third-party claims, reasonable costs, or losses arising from those conditions, except to the extent caused by the Service Provider's negligence or misconduct.

21. SERVICE REFUSAL OR TERMINATION

Either party may end future services by written notice. LYONS Signature Pet Services may immediately suspend or terminate services for nonpayment, unsafe conditions, undisclosed aggression, harassment, illegal activity, privacy violations, inaccessible premises, materially inaccurate information, or requests outside the agreed scope. When immediate termination could leave a pet unattended, the Service Provider may contact the Client, emergency contact, veterinarian, building representative, or appropriate authority to arrange safe care.

22. FORCE MAJEURE

Neither party is responsible for delay or failure caused by events beyond reasonable control, including severe weather, natural disaster, epidemic, transportation interruption, governmental order, utility failure, civil emergency, or building closure. Payment remains due for services already performed and authorized expenses. The parties will work in good faith to address affected future services.

23. GOVERNING LAW & DISPUTES

This Agreement is governed by Florida law. Before filing a claim, the parties agree to make a good-faith effort to resolve the dispute through direct written communication. Any legal proceeding will be brought in a court with proper jurisdiction and venue, unless the parties later agree in writing to mediation or another process.

24. GENERAL TERMS

This Agreement, the Client & Pet Information Form, confirmed booking, invoice, and any incorporated written policies form the parties' entire agreement for the services. If terms conflict, a later written booking-specific term controls only for that booking. Changes must be confirmed in writing. If one provision is unenforceable, the remaining provisions continue. Electronic signatures and counterparts are valid to the extent permitted by law.

