

Membership Agreement

1. Payments made by credit card or e-transfer are required at the time of booking. Cash and cheque payments are accepted at the beginning of service. Both are subject to the cancellation fee. Cancellations occurring within one week (7 days) of the booking start day are subject to a 25% cancellation fee, up to a maximum of \$100. If the booking is cancelled earlier than one week prior to the booking, your deposit will be fully refunded!
2. I understand that the pet sitter will require one working key (or access code) prior to the start date of the booking.
3. I will ensure that my residence is in a clean and sanitary condition prior to the arrival of Alliance Pet Care, a condition that will be maintained by Alliance Pet Care throughout the contracted booking. If the residence is not in a clean and sanitary (suitable living) condition upon the arrival of Alliance Pet Care, I understand that they assume the right to refuse the contracted service(s) under basis of their hygienic safety.
4. I agree to ensure that my pet(s)' provided medical information is whole and current. If there are any relevant changes I will contact Alliance Pet Care before the start date of any bookings.
5. If Alliance Pet Care's originally contracted pet sitter becomes unable to perform their service for any reason and at any point prior to or during the contracted booking, I authorize the arrangement of an alternate pet sitter from Alliance Pet Care to take over the contract. If this situation arises, Alliance Pet Care will do their utmost to introduce the new pet sitter to both the client and their pets, through whatever means available to them. If Alliance Pet Care as a whole becomes unable to perform their service for any reason and at any point during the contracted booking, I authorize them to make the necessary arrangements with an alternate pet sitting service or boarding facility.

6. Alliance Pet Care reserves the right to terminate a contract at anytime prior to or during the contracted booking if they feel that there is a threat to their or the clients pet(s)' safety. If a contracted booking is terminated during the booking, I agree to have my pets placed either in the care of an Alliance Pet Care's pet sitter in an alternate location, or in the care of an alternate pet sitting service or boarding facility, with all charges being made to me for the duration of my absence.
7. I understand that Alliance Pet Care is responsible for the care of my pet(s) and home for the duration stated in the contract, which will be emailed to me for confirmation. If any travel delays arise, I agree to immediately inform Alliance Pet Care who, if possible, will continue to care for the pet(s) with an extension of the agreed upon day rate. I understand that if travel delays extend the originally contracted dates and the originally contracted pet sitter or another Alliance Pet Care pet sitter is unable to continue the care for my pet(s) throughout these travel delays, Alliance Pet Care will work with me to arrange alternate care for my pet(s) and home.
8. I agree that Alliance Pet Care will be the only occupants of the home during the period of contracted services. Any other persons entering the home during the period of contracted services on my behalf (i.e., roommates, house cleaner, family members, friends, etc.), will be discussed and agreed upon by myself and Alliance Pet Care prior to the arrival of these other persons via the Visitor Agreement section on the Client Information Form. I understand that Alliance Pet Care assumes no responsibility or liability for actions or results occurring during a Visitor Agreement, at cause of said visitor.
9. I understand that Alliance Pet Care is a lifestyle business and the contracted pet sitter may at some points have friends and/or family in my home, but no one other than the pet sitter will spend the night in my home unless otherwise approved by the client, and Alliance Pet Care.
10. I agree that Alliance Pet Care will do their best to deal with any illnesses/injuries/losses/deaths, etc. that could occur to my pet(s) during the

contracted booking, and that Alliance Pet Care is not liable for any of the aforementioned occurrences, assuming they have upheld all of the care details outlined in the contract.

11. I understand that Alliance Pet Care is not liable for any damages that occur to my residence and its contents due to pet stains, normal wear and tear, acts of God or circumstances beyond Alliance Pet Care control during the contracted booking. Should Alliance Pet Care damage something, it will be attended to and or reimbursed by Alliance Pet Care.
12. If I have stated that my pet(s) is/are to be allowed in an outside area, unsupervised, for any period of time, I agree that Alliance Pet Care is not liable for any incidents beyond their control that may occur to my pet(s) during this time.
13. I agree to ensure that the information provided in the Membership Agreement is whole and current. If there are any relevant changes I will contact Alliance Pet Care before the start date of any bookings.
14. I understand that Alliance Pet Care may take pictures or videos of my pet(s) that will be used to advertise Alliance Pet Care through their various social media networks, including, but not limited to, Facebook, Google+ and Instagram.

I _____, have read and agreed to the terms of the Membership Agreement. This agreement shall be binding upon the parties, their successors, assigns and personal representatives.

Date: