PET CARE SERVICES AGREEMENT

1. PARTIES AND EFFECTIVE DATE

This Pet Care Services Agreement (the "Agreement") is entered into as of [DATE (the "Effective Date"), by and between:]
SERVICE PROVIDER:	
Furfield Pet Place, LLC	
1385 Stewart Drive	
Fairfield, California 94533	
Phone: 702-371-7652	
Email: furfieldpetplace@gmail.com	
Business License Number: 25000568	
(hereinafter referred to as "Provider")	
PET OWNER:	
PET OWNER NAME:	
PET OWNER ADDRESS:	
PET OWNER PHONE:	
PET OWNER EMAIL:	
(hereinafter referred to as "Owner")	

2. SERVICES AND SCOPE

2.1 Services Offered

Provider agrees to provide pet care services (the "Services") for Owner's pet(s) as specified in this Agreement. Services shall include standard care consisting of:

- a) Feeding and fresh water provision
- b) Regular walks for dogs
- c) Supervised playtime
- d) Administration of medications as directed
- e) Basic grooming (brushing, cleaning eyes/ears)

- f) Monitoring of pet's health and well-being
- g) Maintaining a clean living environment

2.2 Hours of Operation

Provider's hours of operation are as follows:

• Monday through Friday: 7:00 AM to 7:00 PM

• Saturday: 10:00 AM to 4:00 PM

• Sunday: Closed

Services will only be provided during these hours unless specifically arranged in advance and agreed to in writing by Provider.

2.3 Service Categories and Pricing

Provider offers the following service categories at the **base** rates specified:

a) Doggy Daycare: \$25.00 per day

b) Dog Boarding: \$40.00 per day

c) Kitty Daycare: \$15.00 per day

d) Cat Boarding: \$30.00 per day

A "day" is defined as a 24-hour period for boarding services and as the hours of operation for daycare services.

2.4 Owner's Responsibilities for Supplies

Owner is responsible for providing all necessary supplies for the pet(s) during the service period, including but not limited to:

- a) Sufficient food for the entire service period
- b) All medications with clear written instructions
- c) Leash, collar, and identification tags
- d) Cat litter and litter box (for cats)
- e) Bedding and comfort items
- f) Toys and enrichment items
- g) Any special dietary items or treats

If Owner fails to provide sufficient supplies for the agreed-upon service period, Provider may, at its discretion, purchase replacement supplies at Owner's expense. Provider will provide receipts for all such purchases, and Owner agrees to reimburse Provider for these expenses upon pickup of the pet(s) or within three (3) business days of receiving an invoice, whichever occurs first.

2.5 Service Schedule

The specific dates and times for Services shall be documented in a Service Schedule to be completed and signed by both parties prior to the commencement of Services. The Service Schedule shall be attached to and become part of this Agreement.

3. PET INFORMATION AND HEALTH REQUIREMENTS

3.1 Pet Profile

Prior to the commencement of Services, Owner shall complete a detailed Pet Profile for each pet, which shall include:

- a) Pet's name, breed, age, sex, and physical description
- b) Microchip information (if applicable)
- c) Feeding schedule and dietary restrictions
- d) Exercise requirements
- e) Medication schedule and administration instructions
- f) Veterinary contact information
- g) Medical history including allergies and pre-existing conditions
- h) Behavioral tendencies and special handling instructions

3.2 Vaccination Requirements

Owner represents and warrants that all pets receiving Services are current on all required vaccinations. Owner shall provide documentation from a licensed veterinarian verifying that each pet has received the following core vaccinations:

For Dogs:

- a) Rabies (as required by law)
- b) DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus)
- c) Bordetella (kennel cough)

For Cats:

- a) Rabies (as required by law)
- b) FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)

Documentation must be provided at least 48 hours prior to the commencement of Services and must show that vaccinations are current and will remain current throughout the service period. Provider reserves the right to refuse Services for any pet without proper vaccination documentation

3.3 Behavioral Disclosure

Owner acknowledges their obligation under California Civil Code Section 3342 to disclose any known dangerous propensities or tendencies of their pet(s). Owner shall disclose in writing any history of aggression, biting, excessive barking, destructive behavior, anxiety, fear, or other behavioral issues that may affect the pet's care or pose a risk to Provider, other pets, or property. Failure to disclose such information may result in immediate termination of this Agreement and forfeiture of any deposits or prepaid fees.

3.4 Parasite Control

Owner represents that all pets are on a regular flea, tick, and parasite prevention program. If Provider observes evidence of fleas, ticks, or other parasites on Owner's pet(s), Provider may, at its discretion, arrange for appropriate treatment at Owner's expense.

3.5 Health Certification

For boarding services exceeding seven (7) consecutive days, Owner shall provide a health certificate from a licensed veterinarian dated within thirty (30) days prior to the commencement of Services, certifying that the pet(s) is/are in good health and free from any contagious or infectious diseases.

4. PAYMENT TERMS AND FEE STRUCTURE

4.1 Deposit and Payment Schedule

A deposit equal to fifty percent (50%) of the total estimated service fee is required at the time of booking to secure the reservation. The remaining balance is due in full at the time of pet drop-off. All payments shall be made in U.S. dollars by cash, credit card, or electronic payment methods accepted by Provider.

4.2 Extended Stay Payments

Extended stay payments will be collected in the same manner as standard bookings, with a deposit equal to fifty percent (50%) due at booking, and the remaining balance collected in full at the time of pet-drop off.

4.3 Late Pickup Fees

Owner agrees to pick up pet(s) within the scheduled service period. Late pickups will incur the following additional charges:

For Daycare Services:

a) \$10.00 per hour (or portion thereof) beyond the scheduled pickup time

For Boarding Services:

- a) 50% of the daily base rate for 2-5 additional hours beyond the scheduled pickup time
- b) 100% of the daily base rate for 6 or more additional hours beyond the scheduled pickup time

4.4 Holiday Surcharge

Services provided on federal holidays will incur an additional surcharge of twenty-five percent (25%) of the daily base rate.

4.5 Special Handling Fee

Pets requiring special handling due to behavioral issues, medical conditions, or advanced age may incur an additional fee of \$15.00 per day, at Provider's discretion. Provider will notify Owner of any such fees prior to the commencement of Services.

4.6 Medication Administration Fee

Administration of medications beyond basic oral medications may incur an additional fee of \$5.00 per administration, depending on complexity and frequency.

4.7 Insufficient Supplies Fee

If Owner fails to provide sufficient supplies as required under Section 2.4, and Provider must purchase replacement supplies, an administrative fee of \$10.00 will be added to the cost of the supplies.

4.8 Late Payment Charges

Any payment not received when due shall bear interest at the rate of one and one-half percent (1.5%) per day or the maximum rate permitted by law, whichever is less, from the due date until paid in full.

5. EMERGENCY AUTHORIZATION AND VETERINARY CARE

5.1 Emergency Veterinary Authorization

Owner hereby authorizes Provider to seek veterinary care for Owner's pet(s) in the event of illness, injury, or emergency. Provider will make reasonable efforts to contact Owner before

seeking veterinary care, except in cases where Provider determines, in its sole discretion, that immediate treatment is necessary to prevent serious harm or suffering.

5.2 Preferred Veterinary Clinic

Provider's preferred emergency veterinary clinic is:

Solano-Napa Pet ER Clinic

Phone: 707-864-1444

Address: 4437 Central Pl Ste B3 Fairfield CA 94534

Owner authorizes Provider to transport pet(s) to this facility or to the nearest available veterinary facility in an emergency.

5.3 Spending Authorization Limit

Owner authorizes Provider to approve veterinary treatment up to a maximum amount of Five Hundred Dollars (\$500.00) per pet without additional approval from Owner. For treatments exceeding this amount, Provider will make reasonable efforts to contact Owner or Owner's designated emergency contact for approval before proceeding.

5.4 Life-Threatening Emergencies

Notwithstanding the spending limit in Section 5.3, in the event of a life-threatening emergency where immediate treatment is necessary to save the pet's life and Owner or emergency contact cannot be reached, Owner authorizes Provider to approve necessary emergency treatment exceeding the spending limit. Owner agrees to reimburse Provider for all costs associated with such emergency treatment.

5.5 Veterinary Expenses

Owner agrees to reimburse Provider for all veterinary expenses incurred on behalf of Owner's pet(s), including but not limited to examination fees, treatment costs, medications, and transportation expenses. Owner shall reimburse Provider within three (3) business days of receiving an invoice for such expenses.

5.6 Medical Decision-Making Authority

In the event that Owner and emergency contacts cannot be reached within a reasonable time, Owner authorizes Provider to make medical decisions for the pet(s) based on the recommendations of the attending veterinarian, including decisions regarding humane euthanasia in cases of extreme suffering with no reasonable prospect of recovery, as determined by the attending veterinarian.

5.7 Pre-Existing Conditions

Owner agrees to disclose all pre-existing medical conditions prior to the commencement of Services. Provider shall not be responsible for complications arising from undisclosed pre-existing conditions.

6. LIABILITY, RISK ALLOCATION, AND INSURANCE

6.1 Assumption of Risk

Owner acknowledges that there are inherent risks associated with pet care services, including but not limited to:

- a) Injuries from interactions with other pets
- b) Escape or loss despite reasonable precautions
- c) Illness or infection despite sanitation measures
- d) Exacerbation of pre-existing medical conditions
- e) Stress-related health issues
- f) Property damage caused by pet(s)

Owner voluntarily assumes all such risks and releases Provider from liability for ordinary negligence related to these inherent risks.

6.2 Liability Waiver

To the fullest extent permitted by law, Owner waives, releases, and discharges Provider, its owners, employees, agents, and representatives from any and all claims, liabilities, damages, losses, costs, expenses (including attorney's fees), actions, and causes of action related to the provision of Services, except those arising from gross negligence or willful misconduct. Owner acknowledges that this waiver is a material inducement for Provider to enter into this Agreement.

6.3 Property Damage Responsibility

Owner assumes full responsibility for any damage to Provider's property caused by Owner's pet(s) beyond normal wear and tear. "Normal wear and tear" is defined as minor scuffing of floors, minor soiling requiring standard cleaning, and similar minor impacts. Owner agrees to reimburse Provider for the reasonable cost of repairing or replacing damaged property, which may be deducted from Owner's deposit or billed separately. Provider shall document any damage with photographs and written descriptions and shall provide Owner with repair or replacement cost estimates from qualified professionals.

6.4 Indemnification

Owner agrees to indemnify, defend, and hold harmless Provider, its owners, employees, agents, and representatives from and against any and all claims, liabilities, damages, losses, costs, expenses (including reasonable attorney's fees), actions, and causes of action arising from or related to:

- a) Owner's pet(s) and their behavior
- b) Breach of representations or warranties made by Owner
- c) Failure to disclose material information about Owner's pet(s)
- d) Third-party claims related to Owner's pet(s)

6.5 Insurance Requirements

Provider maintains limited liability insurance. Owner acknowledges that this insurance may not cover all potential damages or injuries caused by Owner's pet(s) and that Owner remains primarily responsible for such damages or injuries.

6.6 Limitation of Liability

In no event shall Provider's liability exceed the total amount paid by Owner for Services under this Agreement. This limitation applies to all claims, whether based on warranty, contract, tort, or any other legal theory.

6.7 Pet Abandonment

If Owner fails to pick up pet(s) within five (5) days after the scheduled end of Services without communication and arrangement for extended care, the pet(s) will be considered abandoned. In such cases, Provider may, at its discretion, place the pet(s) with an appropriate animal shelter or rescue organization in accordance with applicable laws. Owner shall remain liable for all service fees, late fees, and costs associated with the care and placement of the abandoned pet(s).

7. BEHAVIORAL POLICIES AND SAFETY

7.1 Behavioral Assessment

Prior to accepting any pet for Services, Provider requires a behavioral assessment to evaluate temperament, sociability, and any special handling needs. This assessment may include:

- a) In-person evaluation of the pet's behavior with Provider
- b) Observation of interactions with other pets
- c) Review of Owner's disclosure of behavioral history
- d) Short trial period under supervision

Provider reserves the right to refuse Services based on the results of this assessment.

7.2 Right to Terminate Services

Provider reserves the right to terminate Services with twenty-four (24) hours' notice if, in Provider's sole discretion, Owner's pet(s) exhibits behavior that:

- a) Poses a safety risk to Provider, other persons, or other pets
- b) Causes excessive property damage
- c) Exhibits signs of contagious illness
- d) Demonstrates severe anxiety or distress that cannot be reasonably managed
- e) Requires specialized care beyond Provider's capabilities

In such cases, Owner shall arrange for alternative care or pickup of the pet(s) within the notice period. If Services are terminated due to the pet's behavior, Owner shall remain responsible for the full service fee for days already provided and fifty percent (50%) of the remaining reserved days.

7.3 Special Handling Fees

Pets requiring special handling due to behavioral issues will incur additional fees as specified in Section 4.5. "Special handling" includes, but is not limited to:

- a) Separation from other pets
- b) Additional supervision
- c) Modified feeding arrangements
- d) Specialized containment measures
- e) Additional cleaning or sanitation procedures

7.4 Incident Reporting

Provider shall promptly report to Owner any significant behavioral incidents, including:

- a) Aggressive behavior
- b) Excessive anxiety or distress
- c) Refusal of food for more than 24 hours
- d) Escape attempts
- e) Property damage

f) Injuries to the pet or caused by the pet

Reports shall be made by phone, text message, or email, depending on the severity of the incident

7.5 Behavioral Management Techniques

Provider shall use only humane, positive reinforcement-based methods for managing pet behavior. Physical punishment, aversive training devices, or other inhumane methods are expressly prohibited. Provider shall not administer sedatives or behavior-modifying medications unless prescribed by a veterinarian and provided by Owner with explicit instructions.

7.6 Dangerous Dog Provisions

In accordance with California Civil Code Sections 3342 and 3342.5, Owner acknowledges their responsibility to disclose if their dog has previously bitten a person or has been designated as "dangerous" or "vicious" by any animal control authority. Provider reserves the right to refuse Services for any dog with such history or designation.

8. CANCELLATION AND REFUND POLICIES

8.1 Cancellation by Owner

Owner may cancel scheduled Services subject to the following conditions:

- a) Cancellations made seventy-two (72) hours or more before the scheduled start of Services will receive a full refund of any amounts paid, less the non-refundable deposit.
- b) Cancellations made less than seventy-two (72) hours before the scheduled start of Services will not receive any refund.

8.2 Cancellation Procedure

All cancellations must be submitted in writing via email to furfieldpetplace@gmail.com or by text message to 702-371-7652. The cancellation timestamp will be used to determine the applicable refund policy.

8.3 Cancellation by Provider

Provider reserves the right to cancel Services at any time for the reasons specified in Section 7.2 or due to:

- a) Facility emergencies
- b) Natural disasters or unsafe conditions
- c) Provider illness or emergency
- d) Failure of Owner to comply with the terms of this Agreement

In the event of cancellation by Provider for reasons other than Owner's non-compliance or pet behavior issues, Owner shall receive a full refund of any amounts paid for Services not rendered.

8.4 Holiday Cancellations

Cancellations for Services scheduled during federal holidays or within three (3) days before or after a federal holiday require seven (7) days' advance notice for a full refund (less the non-refundable deposit). Cancellations with less notice will not receive any refund.

8.5 Early Termination

If Owner retrieves pet(s) before the scheduled end of Services, no refund will be provided for the unused portion of the service period unless agreed to in writing by Provider.

8.6 Service Modifications

Requests to modify service dates or times must be made at least forty-eight (48) hours in advance and are subject to availability. Modification requests with less notice may be treated as cancellations under Section 8.1.

8.7 No-Show Policy

If Owner fails to drop off pet(s) at the scheduled time without notice, the reservation will be considered a no-show after two (2) hours. No-shows will not receive any refund, and the full service fee will be charged.

9. COMMUNICATION AND RECORD-KEEPING

9.1 Daily Check-Ins

Provider shall provide Owner with daily updates on the pet's well-being, including:

- a) At least one photograph of the pet
- b) Brief text message describing the pet's activities, appetite, and general condition
- c) Notification of any concerns or unusual behaviors

Updates will be sent via text message to the phone number provided by Owner, unless Owner specifies another communication method in writing.

9.2 Emergency Communications

In case of emergency, Provider will attempt to contact Owner using all provided contact methods. If Owner cannot be reached, Provider will contact the designated emergency contact person. Owner agrees to respond to emergency communications as promptly as possible.

9.3 Service Summary

At the conclusion of Services, Provider shall provide Owner with a verbal summary of the pet's stay, including:

- a) General behavior and adjustment
- b) Eating and elimination patterns
- c) Exercise and activities
- d) Any notable incidents or observations
- e) Recommendations for future care

9.4 Record Retention

Provider shall maintain basic records of Services provided, including:

- a) Service dates and times
- b) Medication administration logs
- c) Incident reports
- d) Veterinary care documentation
- e) Behavioral observations

9.5 Privacy and Confidentiality

Provider agrees to maintain the confidentiality of Owner's personal information and shall not disclose such information to third parties except as required for the provision of Services or as required by law.

9.6 Social Media and Photography

Provider may take photographs or videos of Owner's pet(s) during the service period. Owner grants Provider permission to use such images for:

- a) Daily updates to Owner
- b) Provider's business records
- c) Provider's website and social media accounts

If Owner does not wish for images of their pet(s) to be used for marketing purposes, Owner must notify Provider in writing prior to the commencement of Services.

10. DISPUTE RESOLUTION AND LEGAL PROVISIONS

10.1 Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of California, without giving effect to any choice of law or conflict of law provisions.

10.2 Mediation Requirement

In the event of any dispute, claim, question, or disagreement arising from or relating to this Agreement or the breach thereof, the parties shall use their best efforts to settle the dispute through direct communication. If the parties cannot reach a resolution, they agree to first attempt to resolve the dispute through mediation before resorting to arbitration, litigation, or some other dispute resolution procedure.

10.3 Mediation Process

The mediation shall be conducted in Solano County, California, by a mediator mutually agreed upon by the parties. The parties agree to participate in at least four (4) hours of mediation before pursuing other remedies. The costs of mediation shall be shared equally by the parties.

10.4 Small Claims Court

If mediation does not resolve the dispute, either party may pursue remedies in the Small Claims Court of Solano County, California, for claims within the jurisdictional limits of small claims court.

10.5 Attorney's Fees and Costs

In the event of any legal action, arbitration, or court proceeding arising out of or related to this Agreement, the prevailing party shall be entitled to recover reasonable attorney's fees, costs, and expenses from the non-prevailing party, in addition to any other relief to which the prevailing party may be entitled.

10.6 Severability

If any provision of this Agreement is held to be invalid, illegal, void, or unenforceable by any court or tribunal of competent jurisdiction, the remainder of this Agreement shall remain in full force and effect to the maximum extent permitted by law. The parties agree that any such invalid, illegal, void, or unenforceable provision shall be modified and limited in its effect to the extent necessary to cause it to be enforceable, or if such modification is not possible, shall be deemed severed from this Agreement. In such event, the parties shall negotiate in good faith to replace any invalid, illegal, void, or unenforceable provision with a valid, legal, and enforceable provision that corresponds as closely as possible to the parties' original intent and economic expectations.

10.7 Entire Agreement

This Agreement, including all attachments and exhibits, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements, representations, and understandings of the parties. No amendment to this Agreement shall be binding unless in writing and signed by both parties.

10.8 Waiver

The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver of that provision or the right of such party to enforce that provision or any other provision in the future

10.9 Force Majeure

Neither party shall be liable for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemic, epidemic, war, terrorism, labor disputes, civil unrest, or government action.

10.10 Notice

All notices required under this Agreement shall be in writing and shall be delivered by hand, certified mail, return receipt requested, or email with confirmation of receipt, to the addresses set forth in Section 1 or to such other address as either party may designate in writing.

11. REGULATORY COMPLIANCE AND BUSINESS INFORMATION

11.1 Business License and Insurance

Provider maintains a valid business license (Number: 25000568) issued by the City of Fairfield, California, and carries limited liability insurance. Documentation of these credentials is available for inspection upon Owner's request.

11.2 Compliance with Laws

Provider agrees to comply with all applicable federal, state, and local laws, regulations, and ordinances related to the provision of pet care services, including but not limited to:

- a) Animal welfare laws
- b) Business licensing requirements
- c) Health and safety regulations
- d) Tax reporting obligations

11.3 Facility Standards

Provider maintains its facility in compliance with applicable standards for cleanliness, safety, and animal welfare. The facility includes:

- a) Secure fencing and containment
- b) Climate-controlled indoor areas
- c) Adequate space for exercise and play
- d) Proper ventilation and lighting
- e) Sanitary food preparation and storage areas

11.4 Emergency Preparedness

Provider maintains an emergency preparedness plan that includes:

- a) Evacuation procedures
- b) List of emergency contacts and veterinary facilities
- c) Backup power and climate control provisions

11.5 Americans with Disabilities Act Compliance

Provider complies with the Americans with Disabilities Act and will make reasonable accommodations for Owners with disabilities. Service animals accompanying Owners are welcome on the premises in accordance with federal law.

11.6 Privacy Policy

Provider collects and maintains certain personal information about Owner and Owner's pet(s) solely for the purpose of providing Services. Provider will not sell, rent, or share this information with third parties except as required by law or as necessary to provide the Services.

12. SIGNATURES AND ACKNOWLEDGMENTS

12.1 Acknowledgment of Terms

By signing below, Owner acknowledges that they have read, understood, and agree to be bound by all terms and conditions of this Agreement. Owner further acknowledges that they have had the opportunity to ask questions and receive clarification before signing.

12.2 Authorization

Owner represents and warrants that they are the legal owner of the pet(s) covered by this Agreement and have the authority to enter into this Agreement and make decisions regarding the pet's care.

12.3 Electronic Signatures

The parties agree that electronic signatures shall be valid and binding as if signed in person.

12.4 Counterparts

This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

SERVICE PROVIDER:	
Furfield Pet Place, LLC	
By:	
[AUTHORIZED REPRESENTATIVE NAME]	
Title:	
Date:	
PET OWNER:	
Date:	
EXHIBIT A: PET INFORMATION FORM	
[To be completed by Pet Owner for each pet i	receiving services]
Pet Name:	
Species: □ Dog □ Cat □ Other:	
Breed:	
Age:	
Birthday and/or Adoption Date:	
Sex: □ Male □ Female □ Neutered □ Spaye	d
Color/Markings:	
Veterinarian Information:	

Name:
Phone:
Address:
Vaccination Records: [Attach current vaccination records]
Feeding Instructions:
Food Type:
Amount:
Frequency:
Special Instructions:
Medication Information:
Medication Name:
Dosage:
Administration Instructions:
Reason for Medication:
Behavioral Information:
Has your pet ever bitten a person? □ Yes □ No
If yes, please explain:
Has your pet shown aggression toward other animals? ☐ Yes ☐ No
If yes, please explain:
Please describe any behavioral issues or concerns:
Additional Information:
Which commands can your pet understand?
Pet's bedtime routine/sleeping arrangements:
Is your pet potty trained? □ Yes □ No
Is your pet crate trained? □ Yes □ No
Special Instructions or Notes:

I certify that the information provided above knowledge.	ve is accurate and complete to the best of my
Signature:	
Date:	
EXHIBIT B: SERVICE SCHEDULE	
Pet Name(s):	
Service Type:	
□ Doggy Daycare (\$25/day)	
□ Dog Boarding (\$40/day)	
□ Kitty Daycare (\$15/day)	
□ Cat Boarding (\$30/day)	
Service Dates:	
Start Date:	Time:
End Date:	Time:
Total Days:	

Base Service Fee: \$	
Additional Services Requested:	
□ Special Handling: \$	
☐ Medication Administration: \$	
□ Other:\$	
Total Estimated Fee: \$	
50% Deposit Amount: \$	
Date Paid:	
Payment Method:	
Balance Due at Drop-off: \$	_
I agree to the service schedule and fees outlined above.	
Pet Owner Signature:	
Date:	
Provider Signature:	
Date:	