# TERMS & CONDITIONS OF SERVICE

**Effective October 19th, 2026**

Up-to-date terms and conditions can be found at
**www.thepetguardians.co/terms-and-conditions**

I understand and agree that by requesting and/or receiving any pet care related service through The Pet Guardians LLC, I assert that I have read, understand and fully agree to these Terms and Conditions of Service, and that I have reviewed and will review the Services page at www.thepetguardians.co/services and applicable pricing for any service I do request or receive, at any point in the future.

I understand and agree that I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending walks, pet sitting or any activities or services provided by The Pet Guardians, whether in or away from my home, and I assume all related risks, both known or unknown to me, of my participation in these services.

I understand and agree that in releasing my dog(s) in The Pet Guardians' care, The Pet Guardians has relied upon my representation that my dog has not harmed or shown aggressive or threatening behavior towards any person or any other dog.

I understand that it is my responsibility to treat my dogs against fleas and ticks, and that dogs who are boarding, walking, or spending any amount of time outdoors may inevitably be exposed to fleas and ticks. I understand that my pet(s) will be checked for ticks at every appropriate service, and that any ticks located will be removed; I further understand and agree that flea infestations and/or tick bites are not occurrences that can be effectively prevented or mitigated without proper treatment in advance.

I understand that an up to date rabies immunization record must be on file for ALL services, and for any specialty, social or taxi services, distemper and bordetella immunization records must be on file and up to date. I understand that without the appropriate immunizations, my requests for services will be declined.

I understand that if any point my pet becomes ill, shows signs of any upper respiratory illness, including coughing, hacking, congestion, or any other symptom commonly associated with respiratory illness, I will communicate this to The Pet Guardians prior to any upcoming services, so that the safety of all animals can be considered.

I understand that for the well being of our employees as well as your pets, a free Meet & Greet with all pets and their owner(s) is required prior to the first service. I understand that The Pet Guardians reserves the right to refuse or cancel services for animals we have not met in person, including those of family members staying in the home, neighbors, rescues, and any other animal that may be present for any reason.

I understand and agree that due to the way that dogs interact with one another, minor cuts and scratches can occur even though the dogs are carefully supervised at all times.

While my dog(s) is/are in the care and custody of The Pet Guardians, if I am unreachable in the event of an emergency, I hereby authorize The Pet Guardians, its agents, and/or representatives to seek immediate veterinary care for my dog(s). I agree to be financially responsible for any and all costs in connection with veterinary, medical or other treatment. I am aware and understand that I should carry my own pet insurance.

I further understand that it is my responsibility to ensure The Pet Guardians have access to my property and/or animals by the first scheduled date of service.

- This includes but is not limited to making a key available (with or without a lockbox), providing access codes to lockboxes or digital access panels, providing instructions, etc. In any circumstance where a sitter cannot access the property or the animals, we will contact the owner immediately via group message, and our sitters will wait for up to 15 minutes for a response. We will work with you the best we can once we receive a response, but the visit will be completed after 15 minutes in order to continue caring for other clients' pets on schedule.
- I understand that The Pet Guardians do not take possession of keys, key fobs or any other access items or devices for homes or properties, and that I must make a key, key fob or access device available in some way if I decline to purchase a lockbox.

I understand that if my property is inaccessible due to a technological malfunction (keypad malfunction, dead batteries, damaged key fob etc.) I may be billed for the service or any percentage of the service cost at the discretion of The Pet Guardians.

SCHEDULING

I understand that close of business each day marks the beginning of the next day, and for scheduling purposes, requests received after 8:59pm will be processed the following day. I understand that pet visits and non-specialty services requested same-day are considered an emergency visit, and will be billed an additional $10. I understand that emergency boarding requests (received less than 48 hours before start date & time) including those extending active boards may be billed up to a $20 emergency boarding fee, per additional 24-hour period.

I understand that "time blocks" (in regards to requesting services) are a 2-hour window for the start of my service. I understand that The Pet Guardians will make every effort to honor requests for a specific time, but that this will not always be possible. Additionally, I understand that in most cases, arrival will be within 1 hour of my request, barring extenuating circumstances (animals needing extra time due to illness, etc.), or unforeseen challenges (traffic, road blockages, poor weather, etc.). I understand every effort is made to arrive on-time, at all times.

I understand that by requesting services with The Pet Guardians LLC, I am hiring The Pet Guardians to handle the logistics of the care I require for my pet(s), based on notes I have given and time block requests, and that The Pet Guardians LLC cannot guarantee specific/requested care providers.

I understand that in cases of poor weather, my service will be completed, if possible, regardless of the delay, and that my service will not be cancelled or discounted if it falls outside the requested window. I understand that in very extreme or unsafe circumstances (impassible roads, blizzard conditions, very heavy snowfall, severe ice, power lines down, etc.), cancellation of my services may be inevitable, and that this will be communicated to me by email, text or phone as soon as reasonably possible.

I understand The Pet Guardians' business hours are 7:00am to 9:00pm, and that services will not be scheduled to begin outside of these hours. The last service for any day may be scheduled for 9:00pm, and may begin between 9:00pm and 11:00pm, depending on availability and other factors. I understand that requests beginning outside of business hours can not be honored or scheduled.

I understand that requests after 9:00pm will not be processed until 9:00am the following morning, and that morning services requested after 9:00pm the night prior may not be approved. I understand that if my late request is approved, the arrival time will be soonest available.

COMMUNICATION

I understand that messages and all communication between sitters and clients will be through service reports (email), or a group text message to the business line (518-468-3776). I understand per the business:

> To minimize miscommunications and to ensure we provide world class service at all times, our sitters are not permitted to directly contact clients under any circumstances, except in the case of emergencies. In the case of an emergency (animal unresponsive or extremely ill, disasters, fires, other obvious emergencies) sitters are permitted to contact clients by phone. Clients with questions, issues or concerns should contact the business directly at 518-468-3776 (phone or text), by email at pet.guardians.518@gmail.com, or via online chat at www.thepetguardians.co (using the action button, bottom right on mobile, or bottom right corner of the screen on desktop).

I understand that as of September 1st, 2025, calls or texts to ANY phone number other than 518-468-3776 will be auto-deleted and remain unread. *Please update all contact info for The Pet Guardians using the number above, and should you need to reach out by text, please use 518-468-3776. Please do not save any other phone numbers as "The Pet Guardians", "Christa", or "Nick", even if you are contacted directly by staff with a different number - Messages to ANY other number will not be received.

By texting The Pet Guardians LLC at 518-468-3776, you agree to receive customer care, account notification messages from The Pet Guardians LLC. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit https://www.thepetguardians.co/privacy-policy to see our privacy policy and https://www.thepetguardians.co/terms-and-conditions for our Terms of Service.

PAYMENT FOR SERVICES

I understand that by scheduling services via any means, including but not limited to the online portal, by phone, by text, by email, or by recurring schedule, I am agreeing to pay for completed services under the terms outlined herein, and according to pricing posted at www.thepetguardians.co, on the date of my service.

I understand that it is my responsibility to use the online portal for scheduling, that my schedule is available for verification 24 hours a day on the portal, and I understand and agree that it is my responsibility to verify that the schedule is correct on a weekly basis. I agree to cancel any services I do not need per the cancellation policy below, and I

understand that all services rendered, or services arrived to are billable upon their completion, as well as any additional charges as outlined in the Terms and Conditions.

CANCELLATION POLICY & BILLING POLICY

I understand that I may cancel scheduled services at any time, via text, phone or the online portal, and that I have up until 60 minutes prior to the scheduled 2-hour time block, or requested service time, whichever is first, to cancel any non-overnight and non-specialty service.

> Overnight services include: In-home overnights and boarding.
>
> Specialty services include: adventure walks, buddy walks, training services, wedding services and nanny care.

I understand that for non-overnight and non-specialty services, a $10 late cancellation fee will be charged:

- For cancellations less than 60 minutes prior to the requested service block start time, or requested start time, whichever occurs first.

I understand that the full service rate will be billed:

- if my animals are not present or are inaccessible and the service was not cancelled,
- if my sitter has arrived or is in transit and cancellation is requested,
- if my sitter arrived but proper access to the property was not given, left, or is impossible, due to circumstances out of The Pet Guardians' control.

I understand that if I am home when a service begins, but I am or appear to be asleep, and my pet is in the room with me:

- the Pet Guardians will not attempt to wake me or retrieve my pet for the service,
- the service will be closed,
- the full rate will be billed.

For training and specialty services:

- Cancellations after 9pm the night prior to a service may incur a late cancellation fee, up to the price of the service,
- Cancellations may be made by 9pm the evening prior to the date of service at no additional charge.

For overnight and boarding services:

- Cancellations after 9pm the night prior to a service may incur a charge of 50% of the cancelled service fee.
- Cancellations may be made by 9pm the evening prior to the date of service at no additional charge.

I understand that if proper access was not given, left or is impossible, but I am reachable and a solution is found within 15 minutes for access, the timer for my service will have started upon the caretaker's arrival.

HOLIDAYS & LATE VISITS (AFTER 9PM)

I understand that service pricing is posted, and up to date at www.thepetguardians.co/services, and that I am responsible for reviewing the rates prior to scheduling services. Future price increases for core services will be communicated via email, in advance. I understand that services scheduled to begin at or later than 9:00pm will incur a $5.00 late service charge, and services on "holidays" will incur a $7.00 charge. "Holidays" are generally recognized as any federal or bank holiday, at the discretion of The Pet Guardians, and a list of recognized billing holidays can be found at: www.thepetguardians.co/holidays.

I agree to review the rates at www.thepetguardians.co/services periodically, and I agree that by scheduling services, I am agreeing to the posted rate at the time of the service.

BILLING

I understand and agree that the billing period runs Monday through Sunday, my weekly invoice will be emailed after my last scheduled service for the week, and payment is due and will be made within 5 business days of receipt.

I understand that pricing may be updated occasionally, and that updated pricing can be found on the Services page (link above and at end of document). I understand The Pet Guardians will reach out via the email address on file prior to any pricing increases for core services.

I understand and agree to the following regarding late payments:

The Pet Guardians LLC will provide a grace period of 5 calendar days once an invoice is overdue. If an invoice remains overdue beyond the grace period, a 10% late fee will be billed to my account and an updated invoice sent. A 10% late fee will be billed to the account for each additional week the invoice remains unpaid, up to 4 weeks. The Pet Guardians reserves the right to suspend future services once any invoice becomes 14 days overdue. If my account becomes 30 days or more past due, I understand that my account and full balance due will be forwarded to the appropriate agency for collections, and that this will negatively impact my credit report and credit score.

Additionally, I understand that any issues, problems or concerns with an invoice should be directed to the business, and that I will receive prompt assistance in resolving errors or problems, including a credit or refund where appropriate. I understand that disputing payments directly with my bank or credit card company, due to the associated costs and disruption to The Pet Guardians' accounting will result in termination of my account and my ability to request future services.

BOARDING

I understand that when my dog(s) begin a boarding stay, it is my responsibility to provide enough food & medication (where applicable) to last the full duration. If after following the given portion instructions my pet's caretaker does not have enough to complete the board, The Pet Guardians will purchase the same or a reasonable substitute (if necessary), and I will be invoiced the total used portion of the purchase plus a maximum of $20 depending on circumstances (time required to drive out, search for, purchase, and drive home). I will be given any leftover wet and/or dry food upon drop off.

I understand that The Pet Guardians, as a group of experienced pet care providers, offers three boarding sites, operated by our trusted staff, in their homes. I understand that each site has been thoroughly inspected and meets The Pet Guardians' standards for care and safety, and as a result I understand that regardless of which staff member is caring for my animal(s), they will receive the same, high standard of care and safety as they would at any other Pet Guardians boarding site. I understand that if I have questions or concerns regarding boarding, boarding sites, staff member operations or any other boarding related issue or question, I can reach out directly in advance of my request or scheduled service.

I understand that The Pet Guardians will pick up and drop off my pet(s) before and after their boarding stay. I understand that the availability windows for no-cost drop off and pick up are Monday through Saturday, 9:00am-11:00am or 5:00pm-8:00pm, and that on Sundays and Holidays I can request a regular paid taxi service between 9:00am and 8:00pm. I understand and agree that it is my responsibility to choose a pick up and drop off window, and to communicate my choices to The Pet Guardians no less than 48 hours prior to the day boarding begins. I understand that within any 14-day period, a maximum of three pick ups or drop offs will be at no cost to me. I understand that transportation may be billed at the normal taxi rate for any transportation services beyond three in any 14-day period. I understand that this 14-day period is rolling, and that the policy applies to any 14-day period (as an example: if a drop off is billable, and I have three more pick ups/drop offs 11 days later, those three pick ups/drop offs will be at no cost to me, because I have already been billed for the 4th).

I understand that due to circumstances outside of The Pet Guardians' control, owner pick up and drop off is unavailable for boarding services beginning April 23rd, 2026. I understand that free transportation is available Monday through Saturday, 9:00am-11:00am, and 5:00-8:00pm, and that transportation on Sundays and Holidays will be billed at the regular taxi rate of $20.00 plus applicable tax.

I understand that boarding services are billed in 24 hour increments, and that if on the final day my board passes the 24 hour mark, I will be billed $5.00 per additional hour, up to 11 hours, for the additional day board time. If additional board hours surpass 11 hours, I will be billed an additional day at the listed rate boarding rate.

I understand that final day drop off plans & time windows are established in advance. Changes to these plans must be made by 5:00pm of my final boarding night (the day before my pets come home), and that due to stringent safety policies and procedures, The Pet Guardians LLC may not be capable of accommodating last minute changes or emergency requests. I understand that if I have an emergency where I am unable to return home as planned, I must contact The Pet Guardians LLC as soon as I am aware that plans will need to change, and that The Pet Guardians LLC will do everything in their power to accommodate, but guarantees cannot be made. I understand that there are backup options and contingency plans available in most cases, and I understand that I may need to be flexible due to my last-minute requirements or circumstances.

As a boarding client, I understand and agree to the following: If there is a concerning or persistent medical issue like chronic diarrhea or vomiting, we will provide this information in the boarding report and if you choose to schedule an immediate appointment for your pet with your veterinarian, we can provide a pet taxi service and will gladly bring them. Upon veterinary finding of certain diagnoses or if no appointment to find the cause of the illness is scheduled, I understand that The Pet Guardians reserves the right to cancel remaining boards if necessary for the safety of other dogs,

and arrange remaining services in my home with my choice of in-home overnights (if available) and/or early morning, daytime and late night pet visits. In a life or death situation (difficulty breathing, blood loss, paralysis, etc), The Pet Guardians will immediately bring my animal to their vet with the information I have provided on file and place a phone call to me and/or emergency contacts I have provided. If necessary, transportation will default to an emergency vet clinic should my veterinary facility be closed or unable to immediately see my pet with urgency.

SERVICE PROVIDERS and MEET & GREETS

I understand that by hiring The Pet Guardians to provide services to me, my family and my animals, I may have any or all of The Pet Guardians' trusted pet care professionals completing services and service reports in the future, and that those sitters come with the experience, exceptional moral compass and trustworthiness that I would expect from the owner(s) I have met at my initial meet & greet. I understand the initial meet and greet with the owners is provided at no charge, and that if I require additional meet and greets for my own comfort, those meet and greets will be billed the same as a regular pet visit, up to $20 per half hour, or $30 per hour. I understand that meet and greets are a prerequisite to scheduling services, and that The Pet Guardians reserve the right to deny services to owners who will not or can not participate in a free meet and greet in advance of services.

I understand that The Pet Guardians are a fully insured, licensed provider, and as such, we take meticulous care to ensure every detail regarding feeding, allergies, illnesses, recent or upcoming surgeries, medical conditions, and any other special conditions are communicated and followed, and I understand that it is my responsibility to complete my pets' profile and to communicate any routine or care changes to The Pet Guardians, so we may ensure the best care is provided at all times.

I understand that under certain circumstances, it may be necessary for veterinary receipts to be forwarded to The Pet Guardians, and I agree that upon any reasonable, valid request for receipts, I will provide legible copies of official receipts from the Veterinary facility via email to admin@thepetguardians.co, or provide a physical copy within 30 days of the date of treatment. I understand that neglecting to provide this documentation may hinder or limit our ability to submit claims to our insurance provider on your behalf, for valid purposes. I understand that receipts will be provided to me as necessary for any supplemental service that has been provided by The Pet Guardians, and any applicable amounts will be invoiced (examples: not enough food provided for boarding, not enough diapers provided, emergency taxi due to illness, emergency visit wait time, etc.).

LOCKBOXES

I understand that a standard, 4-number lockbox is available to purchase for a flat fee of $15, and that I will own it once purchased. I understand that the lockbox will be transported to my home in person at no cost to me. I understand that The Pet Guardians will set my chosen code for me, and provide instructions along with the lockbox. I understand that once the code is set, there are 2 steps to use the lockbox properly:

1. To unlock - Change the 4 numbers on the front and pull the door towards you from the top
2. To lock - Close the lockbox door, and change one or more numbers (if the passcode on the front is set to ANY number other than your passcode, the lockbox will not open - example: if your passcode is 1234, change only one number is all you need to lock it

I understand that the "RESET" or "A/B" switch inside the lockbox door is used only to change my passcode. The Pet Guardians and all trusted staff of The Pet Guardians are prohibited from touching this switch, changing lockbox codes, or in any other way changing any lockbox settings, unless explicitly requested by me in writing or by phone to admin@thepetguardians.co or 518-468-3776, and I understand that if my lockbox code is changed by me or someone else who I allowed access, and the lockbox becomes inaccessible for any reason, The Pet Guardians may need to destroy the lockbox to obtain my key, and I understand and agree that I will purchase a new lockbox at a cost of $15. I understand that all lockbox purchases are non-refundable.

PASSING OF A PET

I understand that when a pet passes away, The Pet Guardians will automatically update my profile on my behalf once they are notified of a pet's passing. I understand that I will continue receiving communications regarding my pet and service related matters if I do not notify The Pet Guardians that my pet has passed.

PHOTO USE AUTHORIZATION

I understand that all photos taken of my pet are property of The Pet Guardians LLC, and that photos may be used for marketing, promotional or other business related efforts. I

understand that I may opt-out of "photo use" by emailing The Pet Guardians at admin@thepetguardians.com or by text or phone to (518)468-3776.

ILLNESS IN THE HOME

I understand and agree that if I or any other individual residing in my home is suffering from a known or unknown illness, or have been previously suffering an illness at home with symptoms that could reasonably be expected to spread in any way, including but not limited to stomach bugs, influenza, COVID, etc., I will notify The Pet Guardians well in advance of ANY home visit or service, by phone or text to 518-468-3776, that there is an illness in the home. I understand that the purpose of this policy is to ensure my caretakers take proper precautions prior to entering my home, in order to protect not only themselves, but other families receiving service. I understand it is not necessary to share the illness by name or symptoms by name or in detail. I understand that if any illness in the home requires that I quarantine, I must communicate this to The Pet Guardians so that we can explore the safest options for continuing care.

LIABILITY

I hereby release and agree to save and hold harmless, The Pet Guardians, its directors, officers, shareholders, employees, contractors, assistants, members and agents from any and all liability, claims, including claims of negligence, suits, actions, loss, injury or damage of any nature or kind, or for any liability, claims, suits, actions, loss, injury or damage which I or my pet(s) may sustain or which may be caused in any way by my pet(s). I specifically, without limitation, agree to fully indemnify The Pet Guardians for any and all such liability, claims, suits, actions, loss, injury or damage.

I certify that I have read and understand the rules and regulations set forth herein and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all terms, conditions and statements of this agreement and confirm the truthfulness of the contents of any application form completed by me, or any questions posed to me by The Pet Guardians, at any time.

Although we carefully screen all applicants, occasionally our services are not an appropriate fit. The Pet Guardians reserves the right to permanently remove a pet from our services at any time, and you will be notified in advance should it become necessary to do so.

UPDATES

I understand and agree that by scheduling services with The Pet Guardians LLC that I have read the Terms and Conditions as posted at the link below, and will continue to check for updates monthly so that I am apprised of any changes.

Terms & Conditions: https://www.thepetguardians.co/terms-and-conditions

Other important links:

- Service Rates: https://www.thepetguardians.co/our-services
- Privacy Policy: https://www.thepetguardians.co/privacy-policy
- Billing Holidays: https://www.thepetguardians.co/holidays
- Standard & Extended Service Area: https://www.thepetguardians.co/mileage-rate

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