



SERVICE AGREEMENT

Effective Date: January 2026

This Service Agreement (“Agreement”) is entered into between Miami Cat Sitting & Home Care (“Service Provider,” “we,” “us,” or “our”) and the undersigned client (“Client,” “you,” or “your”). This Agreement governs all services provided to you and your pets by Miami Cat Sitting & Home Care.

Purpose & Scope

At Miami Cat Sitting & Home Care, our mission is to provide trusted, professional feline care that minimizes fear, anxiety, and stress for both pets and their people. By practicing Fear Free handling and building lasting partnerships, we ensure each cat receives compassionate, individualized care while giving pet parents peace of mind.

Acceptance of Terms

By agreeing to these terms of service (including future updates) and digitally signing the agreement on Time To Pet, the client listed on the Time To Pet account acknowledges and accepts all the following terms and conditions. *Without accepting these terms, the client will not have the right to utilize Miami Cat Sitting & Home Care’s services.*

Services

A full list of current services and pricing can be found in your **Client Portal**. Individual services may also be stacked or tailored to create a personalized care plan that fits your cat’s routine and your travel schedule.

- **Drop-n Visits:** Featuring a variety of services that range from 30 to 45 minutes in duration, which can be used as building blocks by combining them with other services to meet your needs.
- **Overnight Cat Care Service:** Minimum of 10 Hours in clients' homes, typically from 9/10 pm – 7am. The timing may be flexible by an hour earlier or later, depending on availability. Adding an afternoon check-in or evening mealtime visit is a common practice.
- **Custom Care Plan Templates** can be created for routine maintenance services, repeated monthly and tailored to the unique needs of you and your pets, and are available.
- **Key Drop Pick-Up & Drop-Off Service:** Charged per handoff.
- **Meet & Greet Consultation:** Initial consultation is complementary. Re-Introduction visits are charged as Drop-In Visits.

SERVICE AGREEMENT

Fear Free Certified Care Approach

- **Certified Expertise:** Miami Cat Sitting & Home Care is a **Fear Free Certified Professional provider**, trained to identify and reduce fear, anxiety, and stress (FAS) in cats. Every visit is guided by Fear Free principles designed to promote calm, trust-based interactions that support each cat's physical and emotional well-being.
- **Gentle, Low-Stress Handling:** Sitters are **trained in Fear Free handling techniques, positive reinforcement, and low-stress care methods** and participate in **ongoing continuing education** to stay current with best practices in feline behavior and welfare. Each visit is paced according to the cat's comfort level—allowing time to build trust, use quiet body language, and respect boundaries. This approach reduces fear responses, encourages voluntary engagement, and supports emotional resilience over time.
- **Calming Tools & Observation:** Sitters use **treats to build trust, reward, and redirect attention** as part of the Fear Free methodology. They are trained to **monitor and interpret FAS body language** and respond appropriately using **natural pheromone diffusers, calming sprays, and other gentle aids** to maintain a relaxed environment. These practices help keep cats emotionally settled and physically healthy throughout care. **FAS behavioral observations are documented using the same scale veterinarians use, allowing clients, sitters, and veterinary teams to communicate clearly and partner effectively in ongoing care.**
- **Individualized Support:** Every cat is unique. Sitters adjust tone, pace, and interaction style to match each cat's comfort level, energy, and communication cues. Whether your cat thrives on play, quiet companionship, or hands-off observation, our goal is always to meet them where they are and help them feel safe and secure.
- **Client Transparency:** Clients must **disclose any pets with a known history of biting, aggression toward strangers, or identifiable stress triggers** before services begin. This allows care plans to be customized for safety and comfort.
- **Collaborative Care Plans:** In rare situations where a cat's behavior presents a safety concern, Miami Cat Sitting & Home Care will **partner with the client to adjust the care plan.** Adjustments may include additional meet-and-greets, modified visit routines, or other agreed-upon strategies to maintain a calm, positive experience for both the cat and sitter.

SERVICE AGREEMENT

Medical & Health Policy

Miami Cat Sitting & Home Care is committed to maintaining the health, safety, and well-being of every cat in our care. This policy supports cats receiving medical treatment while helping prevent the spread of untreated conditions that could pose a risk to other clients' pets.

- **Vaccination Guidelines:** While Miami Cat Sitting & Home Care follows Miami-Dade County requirements regarding pet vaccinations, we recognize that most cats in our care are **strictly indoor pets** with limited or no exposure to other animals. For that reason, **current vaccinations are strongly recommended but not required** for service.
- **Recommended Vaccines:** Miami-Dade County requires that cats be current on **Rabies** and recommends **FVRCP (Feline Viral Rhinotracheitis, Calicivirus, and Panleukopenia)** for optimal health protection. Clients with **indoor-outdoor cats** are especially encouraged to maintain these core vaccines as advised by their veterinarian.
- **Illness or Infection:** For the safety and well-being of all pets in our care, Miami Cat Sitting & Home Care **reserves the right to deny or suspend services** if a cat shows **any visible or suspected signs of UNTREATED illness or infection**. This includes, but is not limited to, eye or nasal discharge, open wounds, severe coughing or sneezing, diarrhea, vomiting, or any other signs that may indicate contagion or compromised health.
- **Disclosure of Illness or Infection:** Untreated conditions may pose a risk to other clients' pets. Prompt disclosure of any illness or infection allows us to take appropriate safety precautions and prevent the spread of illness to other animals.

Communication Policy

- **Centralized Communication:** After the initial Meet & Greet, all communication regarding **pet care, scheduling, and home instructions** must occur **within the client portal**.
- **Purpose of Portal Use:** Using the client portal ensures that **all information remains in one central location**, accessible to both the sitter and the admin team, and helps prevent communication gaps that could affect pet care.
- **Client Responsibility:** Clients are responsible for **updating their pet's profile** with any further details, including feeding instructions, medications, behavioral notes, entry codes, or lock changes.
- **Update Confirmation:** The system automatically **notifies us of client updates**; we will **confirm receipt** and request any additional details if necessary.



SERVICE AGREEMENT

Client Responsibility: Required Pet Care & Household Supplies

- **Client Responsibility:** Clients are responsible for ensuring that adequate pet care and household cleaning supplies are available for the entire duration of each booking.
- **Pet Care Supplies:** A minimum of **two sets of food bowls** (for wet food diets only); **food for the duration of the booking plus three additional days** and feeding utensil.
- **If applicable:** medications and **pill barriers** (such as wraps, pill pockets, or high-value treats); medical supplies needed for treatment; **one cat carrier per pet** in the household; **cat litter, litter bags, litter scoop**, and preferred **cat treats**.
- **Household Cleaning Supplies:** Multiple rolls of **paper towels, dish sponge or brush, cleaning sprays** (for both hard and fabric surfaces), **vacuum or broom with dustpan, cat waste bags**, and several **garbage bags**.
- **If Supplies Are Insufficient:** If necessary supplies are **insufficient to complete the booking**, we will **immediately contact you through the client portal** for guidance or authorization to purchase replacements.
- **If You Are Unreachable:** We will use **reasonable judgment** to assess the urgency of the item in relation to your cat's health, safety, and the ability to maintain a hygienic environment.
- **Purchases on Your Behalf:** Items purchased by Miami Cat Sitting & Home Care will be added to your invoice unless other arrangements have been pre-approved.
- **Invoice Details:** The invoiced amount will include the **item cost, applicable taxes, and credit card processing fees** (clearly listed as line items).
- **Receipts:** A **copy of the purchase receipt** will be attached to your portal message upon request for your records.

SERVICE AGREEMENT

Home Access & Third-Party Disclosure Policy

- **Disclosure Required:** For the safety and security of all parties, any houseguest, friend, family member, household staff (such as cleaners or maintenance personnel), or other pet sitter **with access inside your home during a booking must be disclosed prior to the start of services.**
- Exterior service providers such as pool technicians or landscapers **do not need to be disclosed** unless they are expected to enter the home during the visit.
- **Household System or Property Failures:** Miami Cat Sitting & Home Care, LLC cannot be held responsible for any injury, illness, or property damage resulting from malfunctioning household systems (HVAC, plumbing, electrical, or security) or general property maintenance issues occurring during your absence.
- **Concurrent Care Not Advised:** Miami Cat Sitting & Home Care **cannot be held liable** for your cat's health, safety, or well-being **if another person is also providing care** during the booking period.
- All third-party caregivers **must be disclosed to Kim Coleman** at the time of the service request, either through the client portal or in the service request details.
- **Concurrent care arrangements are evaluated on a case-by-case basis**, and we reserve the right to decline or cancel services if shared caregiving may interfere with our ability to provide consistent, high-quality care for your cat.
- **Right to Refuse or Terminate Services:** Miami Cat Sitting & Home Care **reserves the right to discontinue services mid-booking** if an undisclosed third party with interior access is present or has entry to the home during the scheduled service period.
- **Non-Disclosure Consequences:** **Failure to disclose** any third party with access inside your home **may result in immediate termination of services without refund.**
- For everyone's safety, if an unknown individual is encountered inside the property, law enforcement may be contacted for verification.



SERVICE AGREEMENT

Overnight Care Requirements

To provide excellent service, sitters must feel safe, secure, and comfortable while caring for your pets and home. Sitters should be able to rest and recharge in an environment that allows them to focus fully on your cat's needs. For this reason, the following overnight requirements are in place:

- **Privacy & Personal Space:** A separate private room apart from the main living area for the sitter to sleep, change clothes, and shower. Recording devices are **not permitted** in this space.
- **Sleeping Arrangements:** A proper bed (raised off the ground—not a sofa or camp bed) with a pillow, clean linens, and a towel provided. Running water must be available in both the kitchen and bathroom.
- **Bathroom Use:** If a guest bathroom is primarily used for litter boxes, pee pads, or similar pet needs, the sitter will use the main bathroom for hygiene and comfort.
- **Connectivity: Wi-Fi access is required** during overnight stays.
- **Temperature Control:** Sitters must be able to adjust the home's temperature as needed to maintain a safe and healthy environment for both themselves and your pets.
- **Household Notifications:** Clients must disclose any **scheduled construction or maintenance work, as well as the dates and times of any household staff, guests, or third-party caregivers (including other pet sitters)** who may have **access inside the home** during the sitter's stay. *(Please see the **Home Access & Third-Party Disclosure Policy** for additional details.)*
- **Security & Surveillance:** Clients must disclose the **location of all security cameras and surveillance equipment** inside the home.
- **Kitchen Access:** A functioning kitchen with running water must be available, including access to appliances such as a stove/oven, microwave, and refrigerator, along with basic cookware (pots, pans) for meal preparation and food storage.
- **Safety Assurance:** These requirements ensure that both your sitter and your pets experience a safe, respectful, and stress-free overnight stay.



miami cat
SITTING & HOME CARE

SERVICE AGREEMENT

Our Commitment to Your Home

- **Meals & Personal Items:** Sitters are responsible for bringing any food or beverages they need during their stay.
- **Personal Care Products:** Sitters will bring their own bathing and toiletry products for personal use.
- **Respectful Use of Home:** Sitters will use all facilities provided **responsibly and respectfully**, maintaining cleanliness throughout the stay and **disposing of garbage outside the home** at the end of each visit or overnight stay.

Scheduling & Availability

- **New Clients:** Must **complete the onboarding process** in the Client Portal and be available for the initial **Meet & Greet Consultation** before being able to book services.
- Clients must have a **signed credit card authorization form and card on file** to submit a service request.
- **Checking Availability:** **Availability is confirmed by** submitting a service request in the Client Portal. **This system ensures accurate scheduling, prevents overbooking, and avoids manual entry errors.**
- **Availability cannot be verified via text message or portal conversation feed.**
- **Short-Notice Requests:** **Requests for services with less than 72 hours' notice cannot be submitted directly by clients in the Client Portal. These requests should instead be sent via message in the portal. We will reply as soon as possible within posted office hours and make every effort to accommodate your needs. The system will send a confirmation message within 24 hours to let you know if the request can be accepted. (Please see Lead Time for Service Requests for more information.)**
- **Service Request Submission:** All requests for **new services, schedule changes, or cancellations** must be submitted by the client in the **Client Portal** (accessed in the **Schedule** tab) unless otherwise noted.
- **Urgent Requests (24–48 Hours):** We understand that life can be unpredictable. Please **send a message in the Conversation Feed** of your **Client Portal** to request services needed within 24–48 hours. We will ensure your cat is cared for while you are away; however, we ask for flexibility in visit time windows so we can fit the request into our current schedule.



SERVICE AGREEMENT

- **Best Practice for Multiple Trips:** When booking multiple future visits, **submit each trip as an individual request** according to your travel itinerary for greater flexibility. *For example: If you are planning three separate trips (May, June, and August), please submit each trip as a separate request rather than combining them into one.* This allows greater flexibility for changes that may occur. If multiple trip itineraries are submitted under one request, we may **invoice individual events separately** by trip or date range.
- **Booking Confirmation:** An **automated booking confirmation email** will be sent within 24 hours of requesting services. If we are unavailable for the service or time window requested, a **personalized note with alternative suggestions** will be included. A link will be provided for you to confirm that your booking is scheduled as needed.
Viewing Upcoming Services: Clients may review upcoming services at any time in the **Client Portal** under the **Scheduling** tab. We recommend reviewing your schedule before booking new services to avoid duplication. *(Please see Booking Confirmation & Pre-Service Notifications for more information.)*

Lead Time for Service Requests

- **Non-Holiday Drop-In Visits:** We recommend booking at least **3 days in advance** to ensure your preferred time slots are available.
- **Non-Holiday Overnight Stays:** It's best to schedule a minimum of **7 days in advance**, as we limit the number of drop-in visits during overnight periods to provide optimal care and attention.
- **Holiday Scheduling:** We recommend submitting requests at least **10 days prior to the first date of service**. During busy holiday periods such as **Christmas, New Year's, Memorial Day, and Labor Day**, availability is limited and visits are booked on a **first-come, first-served basis**. Early booking is strongly encouraged.
- **Holiday Overnight Stays:** We would love to meet your needs; however, these visits are available on a **limited basis** during **Thanksgiving, Christmas, and New Year's**. **Most holiday overnight clients reserve their dates at least one month in advance** to secure availability. Requests submitted closer to the holiday period are often subject to full schedules.

SERVICE AGREEMENT

Visit Frequency Policy

- **Minimum Visit Requirements:** Kittens under 6 months require a minimum of **two visits per day**.
- **Adult Cats:** Adult cats may require more than one visit per day depending on **diet, health needs, and behavior**. Miami Cat Sitting & Home Care **reserves the right to require twice-daily visits** in certain circumstances (for example: wet food-only diets, consistent house soiling, or emotional or physical support needs).
- **Every-Other-Day Visits:** **Every-other-day visits are not offered** for cats of any age. While cats are often seen as low-maintenance pets, they tend to become more curious and active when left alone—sometimes getting trapped in a room, knocking over food or water, or encountering other unexpected issues. For this reason, **daily visits are required to ensure every cat's health, safety, and well-being**.

Arrival Time Windows

We take immense pride in providing exceptional care tailored to each cat's individual needs. While we always strive to honor your preferred visit times, please understand that due to the nature of in-home pet sitting, **specific visit times cannot be guaranteed**.

- **Scheduling Structure:** Visits are scheduled in **two-hour arrival time windows** (visible in the scheduler) for clients to select when creating a booking request. All bookings are accepted on a **first-come, first-served basis**.
- **Prioritization Within Windows:** Within each arrival window, visit order is determined based on **timed medication schedules, wet food-only diets, twice-daily visits, and overall route planning**. Emotional or medical needs and client travel plans are also taken into consideration to ensure consistency and well-being for every cat in our care.
- **Special Time Requests:** If your cat requires a specific visit time within a chosen arrival window—for example, **medication that must be administered every 12 hours** or a **visit scheduled before you return home that day**—please include this information in the booking details when submitting your request in the **Client Portal**. This allows us to plan accordingly and confirm whether we can accommodate the timing needed.

SERVICE AGREEMENT

Automated Payments

- **Automated Processing:** All payments are **automatically processed three days before the first day of service and 24 hours after the final “Automatic Charge Reminder” email notification** is sent.
- **Invoice Visibility:** Clients can view their **draft and finalized invoices at any time** under the **Invoices** tab in the **Client Portal**, including the scheduled automated processing date.
- **Manual Payments:** **Manually submitting payment outside of automated processing** is strongly discouraged, as it may cause delays, misapplied funds, or prevent refunds to the original payment method due to already-applied credit card and banking fees.
- **Post-Invoice Changes:** **Once an invoice has been paid—either automatically or manually—it is considered closed.** Any schedule changes or cancellations made after payment are subject to the standard cancellation policy and applicable fees. Clients who choose to **prepay or manually pay an open invoice** are agreeing to close that invoice at the time of payment. Any schedule changes made after an invoice is closed are subject to the standard cancellation policy and applicable fees.

Booking Confirmation & Pre-Service Notifications

Clients will receive a series of automated email notifications related to their bookings and invoices. Please note that all **Client Portal** communications are sent **during posted business hours** only.

1. **CLIENT SERVICES CONFIRMATION** – Sent within **24 hours after** a service request is submitted through the **Client Portal**.
2. **SERVICE REMINDER** - Sent **7 days before** the first day of your upcoming booking, with a prompt to review your visit schedule and **submit any changes in the Client Portal** if necessary.
3. **AUTOMATIC CHARGE REMINDER**- Sent **24 hours before** your invoice is processed and closed, with a reminder to **review your upcoming booking and request any schedule changes in the Client Portal before billing**. No cancellation penalties apply for changes made prior to invoice processing.



SERVICE AGREEMENT

Past Due Invoices & Declined Cards on File

- **Declined Payment Method:** If your stored payment method expires, is removed, or payment fails for any reason, an **automated email will be sent** prompting you to update your card information in the **Client Portal**. Clients have **24 hours to update their payment method** so the invoice can be processed successfully. If payment is not updated within 24 hours, **services will be canceled**. (This typically occurs approximately **two days prior to the first scheduled date of service**.)
- **Pass-Through Invoices:** Because service invoices are automated, the only time a **manual invoice** may be created is for **third-party or emergency purchases** made on your behalf—such as replacing a key lock, purchasing cat litter, or other essential supplies required for care. If a pass-through invoice becomes past due, a **\$1 late fee will be assessed for each day** the balance remains unpaid.
- **Non-Payment:** After **30 days**, if the total balance remains unpaid, Miami Cat Sitting & Home Care reserves the right to **recover the balance owed through legal means and/or refer the account to a third-party collection agency**.

Company Holiday Dates 2025, 2026, 2027

Due to the high demand for pet-sitting services during the holiday season, **any booking that includes one or more of the dates listed below will be subject to the Holiday Rate**. The **current Holiday Rate (as of January 2025)** is an **additional 40%** of the primary service rate booked on those dates.

2025

New Year's: December 31, 2024, & January 1, 2, 2025

Easter: April 19, 20, 21, 2025

Memorial Day: May 23, 24, 25, 26, 2025

Independence Day: Jul 4-6, 2025

Labor Day: Aug 29, 30, 31 & September 1, 2025

Thanksgiving: Nov 27, 28, 29, 30, 2025

Christmas: Dec 23-26, 2025

2026

New Year: December 31, 2025, & January 1, 2, 2026

Easter: April 4, 5, 6, 2026

Memorial Day: May 23, 24, 25, 26, 2026

Independence Day: Jul 3, 4, 5, 2026

Labor Day: September 4, 5, 6, 7, 2026

Thanksgiving: Nov 26, 27, 28, 29, 2026

Christmas: Dec 23-26, 2026



miami cat
SITTING & HOME CARE

SERVICE AGREEMENT

2027

New Year: December 31, 2026, & January 1, 2, 2027

Easter: March 27, **28**, 29, 2027

Memorial Day: May 28, 29, 30, **31**, 2027

Independence Day: Jul 2, 3, 4 2027

Labor Day: September 3, 4, 5, **6**, 2027

Thanksgiving: Nov **25**, 26, 27, 28, 2027

Christmas: Dec 23-26, 2027

New Year's: December 31, 2027, & January 1, 2, 2028

Delays & Emergency Backup Plan

At Miami Cat Sitting & Home Care, we take our commitment to your cat's care seriously. We understand the importance of reliability and communication, and we make every effort to ensure visits occur as scheduled.

- If an unexpected delay occurs that affects your scheduled arrival window, we will **proactively notify you in the Client Portal** with an updated estimated time of arrival. Communication will always be **prompt and transparent**, and notice will be provided **before** the delay would cause concern.
- **Unforeseen Emergencies:** In the rare event a sitter experiences a **personal emergency or event beyond our control** (such as illness, injury, or car accident), Miami Cat Sitting & Home Care will **immediately contact the client** and take one of the following actions based on the situation:
 - A. **Refund any unrendered services** if the booking cannot be completed, **or**
 - B. **Assign a qualified backup sitter** to fulfill the remainder of visits.
- **Backup Sitter Option:** If a client chooses to proceed with a backup sitter, that sitter will be **personally vetted and approved by Miami Cat Sitting & Home Care** and must **confirm acceptance of the booking in writing**. This is the **same trusted sitter we use for our own cats**, ensuring consistent, high-quality care. Once confirmed, the service agreement transfers to that sitter for the remainder of care, and **no refund will be issued** for those completed visits.

SERVICE AGREEMENT

Emergency Contact Policy

Clients must provide at least one emergency contact who is authorized to act on their behalf **if they cannot be reached during scheduled services.**

Your designated **Emergency Contact** should:

- Be someone who can make timely decisions about your cat's care or medical treatment on your behalf.
- Typically be a family member, close friend, or trusted associate (not required to live locally).
- Have access to your veterinarian's information and be authorized to discuss your cat's medical history or speak directly with your veterinarian if needed.
- Be prepared to provide a temporary credit card on file if the veterinary clinic requires payment to begin treatment and you cannot be reached.

Miami Cat Sitting & Home Care will contact your Emergency Contact **if we are unable to reach you directly by phone call or text message to the number on file** during an urgent situation requiring consent or direction *regarding your pet's care or your home's safety* (for example, flooding, fire, or other emergencies that could impact your cat's environment).

Designated Emergency Guardian Policy

You agree to designate at least one **Emergency Guardian** in your *Time To Pet* profile. This person serves as your **local point of contact** in the event of *severe weather, natural disaster*, or any emergency that prevents **Miami Cat Sitting & Home Care** from safely accessing your home.

Your designated **Emergency Guardian** should:

- **Reside within reasonable proximity** to your home (*walking distance is preferred*).
- **Be available and present** during the dates of your reservation.
- **Be authorized and able to enter your home** to care for your cat if contacted.
- **Be prepared to assume temporary care of your cat** if your home becomes *unsafe or inaccessible* due to flooding, fire, or other emergencies.

The **Emergency Guardian** will be contacted only in conditions such as *hurricanes, flooding*, or other emergencies that make roadways impassable or unsafe for travel, **or if your home becomes uninhabitable for your cat's safety**. You are responsible for ensuring that your designated Emergency Guardian is aware of their role and **prepared to assist as needed**.

Please note: This role is *separate from your Emergency Contact*, who is typically a family member or trusted individual listed in your Client Details to make decisions on your behalf if you cannot be reached. The *Emergency Contact* is used for *communication or authorization purposes*, while **the Emergency Guardian** is intended to provide **direct, local assistance for your pet's immediate care needs**.

SERVICE AGREEMENT

Cancellations & Schedule Changes (Non-Holiday)

We understand that travel plans can change unexpectedly. If your trip has been extended or flights have been cancelled, please **send us a message in the Client Portal**, and we will ensure your cat's care continues until your safe return.

Our Commitment to Personalized Care:

We ensure high-quality, personalized care by **limiting the number of visits scheduled each day** so that each cat receives our full attention and we remain well-rested, reliable, and fully present. Because of this limited scheduling model, **time slots canceled at short notice cannot be rebooked** once reserved as they have been held exclusively for your cat's care.

- **How Credits Are Issued:** Payments are **automatically adjusted based on the timing of your cancellation or schedule change**. If you cancel **prior to 72 hours (drop-ins) or 7 days (overnights)**, your card will not be charged. The canceled visit will remain visible on your draft invoice for record-keeping purposes but will display a **zero balance instead of the original service amount**. For changes made **within 72 hours or 7 days of service**, a **credit (open payment)** equal to 50% of the service value will be added to your client account. Credits are automatically applied to future invoices and remain available for one year.
- **Before Invoice Processing: Cancellations or schedule changes submitted at least 72 hours before drop-in visits or 7 days before an overnight stay** will automatically update your draft invoice to reflect a zero balance for those canceled visits. Your card will not be charged for those services.
- **After Invoice Processing (Within Policy Window): Cancellations made after invoice processing but still within 72 hours (drop-ins) or 7 days (overnights)** will receive a **50% credit** for the canceled services. The credit will appear as an **open payment** in your client balance and will automatically apply toward your next invoice.
- **Series Visit Adjustments:** For a series of visits, a **50% service charge** will apply to any dates canceled within **72 hours (drop-ins) or 7 days (overnights)** of the cancellation request submitted in the Client Portal. The remaining canceled visits will appear as an **open payment** (available balance) in your account. *Available balances are automatically applied to your next invoice and appear as a line-item payment beneath the service total, resulting in an adjusted total for that invoice.*
- **Last-Minute Cancellations: No credits are issued for cancellations made less than 24 hours before the scheduled visit.** At that point, the reserved time cannot be rebooked, as another client may have already made alternate arrangements, or that time slot may have been held exclusively for you.



SERVICE AGREEMENT

Holiday Cancellations & Schedule Changes

- Cancellations and schedule changes must be submitted in the Client Portal at least **10 days prior** to the first date being canceled, while the invoice remains open (not yet processed), to avoid charges.
- Cancellations submitted in the Client Portal **10 days or more before** the first date being canceled will be approved, and the canceled service charge will be updated to display a **zero balance** on your draft invoice for record-keeping purposes.
- Cancellations submitted **7–9 days before** the first date being canceled will receive a **50% credit**, with the remaining **50% considered a non-refundable service charge**. The credited portion will appear as an open payment (credit) in your client balance and will automatically apply to your next invoice for upcoming services. Available funds remain active for one year.
- Cancellations made **less than 72 hours before** the start of service are **non-refundable**, and no credits will be issued.
- Any reservation that includes **one or more company holiday dates** will be considered a **holiday booking**, and this policy will apply to all dates within that reservation period. *(Please see Company Holiday Dates for more information.)*
- Cancellations made within these time limits must be requested through the **Conversation Feed** in the Client Portal.

Limitation of Liability

Miami Cat Sitting & Home Care, LLC, and its representatives will exercise the utmost care and professionalism in providing services. However, unless caused by negligence or willful misconduct, the client agrees to release and hold harmless Miami Cat Sitting & Home Care, LLC and its representatives from any liability related to:

- **Security Breach or Third-Party Access:** Any loss, damage, or injury resulting from a third party's breach of security or unauthorized access to the client's property, including burglary or criminal trespass.
- **Pet Safety While Unsupervised:** **Any mishap, injury, or harm that may occur to a pet while unsupervised between scheduled visits.**
- **Events Beyond Our Control:** **Any damages or losses arising from events outside our control, including severe weather, natural disasters, or other acts of nature.**
- **Household Systems or Property Failures:** **Any injury, illness, or property damage resulting from the failure or malfunction of household systems—such as HVAC, plumbing, electrical, or security systems—or from general property maintenance issues while the client is away.**
- **Pre-Existing Health or Behavioral Conditions:** **Any illness, injury, or behavioral relapse resulting from a pet's pre-existing medical condition, age-related decline, or previously identified behavioral concerns.**



SERVICE AGREEMENT

- Pet Transportation: **Any incident or injury related to the transportation of pets to or from veterinary clinics, groomers, kennels, or boarding facilities, and any associated expenses.**
- Injury or Damage Caused by Client's Pet: **Any medical expenses, injuries, or damages to persons, property, or other animals caused by the client's pet.**

Miami Cat Sitting & Home Care, LLC is not liable for any damages or concerns reported more than 24 hours after the conclusion of a reservation. The company's maximum liability for any claim shall not exceed the total fees paid for the related service. Under no circumstances shall the company be liable for special, punitive, incidental, or consequential damages.

Key & Alarm Access Policy

Key Policy

If the lock, key, or remote-controlled entry device malfunctions, you authorize Miami Cat Sitting & Home Care to employ a locksmith on your behalf. Unless the malfunction is caused by our negligence or misconduct, you accept full financial responsibility for any associated locksmith costs.

Please refer to the **Third-Party Expenses** section for additional details and to the **Miami Cat Sitting & Home Care Key Handling Form** for further information.

Alarm Policy

While alarm systems are uncommon among our current clients, this policy ensures mutual understanding and accountability when they are in use. Clients must provide the alarm code, password, and the alarm company's name and contact information within the secure Client Portal. If this information is missing or incomplete, Miami Cat Sitting & Home Care cannot be held responsible for any false alarms triggered during the reservation period.

All alarm systems must be in good working condition, with functioning keypads and buttons free from defects such as sticking or unresponsiveness. Clients are responsible for ensuring their system is fully operational before services begin.

Third-Party Expenses

Miami Cat Sitting & Home Care requires prompt reimbursement for any third-party expenses incurred on your behalf, **such as veterinary care, pet supplies, or locksmith services**. We will attempt to contact you first to confirm your preferred course of action before authorizing any third-party service.

If you cannot be reached promptly and a time-sensitive decision must be made to protect your cat's well-being or the security of your home, we reserve the right to charge your stored payment method for the total expense, including any applicable taxes and credit card processing fees incurred by our company when payment is processed on your behalf.

These additional costs are **easily avoidable** by responding promptly to communication or by paying third-party vendors directly when circumstances allow.

SERVICE AGREEMENT

Note: Locksmith expenses **apply only to mechanical or system failures beyond our control.** If a key is lost, broken, or a lockout occurs due to sitter error, Miami Cat Sitting & Home Care will assume full responsibility for the cost of locksmith services. *(See also Key & Alarm Access Policy for related provisions.)*

Privacy & Media Use Policy

Respect for Client Privacy

Miami Cat Sitting & Home Care respects your privacy and the confidentiality of your home. Photos and videos taken during visits focus exclusively on your pets and are intended to document their care, comfort, and wellbeing. Backgrounds are blurred or cropped whenever possible to avoid showing identifiable household details, valuables, or personal information.

Use of Photos & Videos for Marketing

By booking services, you grant Miami Cat Sitting & Home Care permission to use pet images or short video clips captured during visits for marketing and promotional purposes, including but not limited to our website, social media, and printed materials. Images are selected with discretion and used to celebrate your cat—not to reveal private aspects of your home.

Revoking Permission

If you prefer not to have your pet's photos or videos used for promotional purposes, please notify us in writing at **kim@miamicatsitting.com**. Your request will be honored immediately and respected for all future content.

Validity of Contract

This agreement shall remain in effect for all future services provided by Miami Cat Sitting & Home Care unless explicitly revised or terminated in writing. The terms of this agreement may be modified at any time, with reasonable notice provided to the client via email or through the client portal. This agreement shall be interpreted and governed by the laws of the State of Florida.

By digitally signing below, you acknowledge that you have read, understood, and agree to the terms and conditions outlined in this Agreement.

[Your digital signature, confirming acknowledgment and agreement to these terms, is securely stored within your Time To Pet client account and can be accessed at any time under Documents]