

On Point Pet Sitting Terms & Conditions

(Effective as of January 1, 2026)

These Terms and Conditions ("Agreement") constitute a legally binding agreement between the client ("Client," "you," or "your") and On Point Pet Sitting, including its owner, employees, and independent contractors ("On Point Pet Sitting," "Service Provider," "we," "us," or "our").

By booking, requesting, or using any services provided by On Point Pet Sitting, the Client acknowledges that they have read, understood, and agree to be bound by this Agreement. These Terms apply to all current and future services unless otherwise stated in writing.

1. Scope of Services

1.1 Services Provided: On Point Pet Sitting provides professional pet care services, which may include but are not limited to dog walking, drop-in visits, pet sitting, overnight care, nail trims, medication administration, and other services as agreed upon in writing. All services are performed using humane, force-free, and fear-free handling methods.

1.2 Right of Entry: The Client authorizes On Point Pet Sitting and its representatives to enter the Client's premises, as identified in the Client's Time to Pet profile, for the purpose of performing agreed-upon services. If access cannot be gained due to client error or failure to provide functional access methods, On Point Pet Sitting reserves the right to cancel services without refund. Any locksmith or access-related costs incurred will be the sole responsibility of the Client and must be reimbursed within seven (7) days.

1.3 Condition of Premises: The Client agrees to provide a reasonably clean, safe, and secure environment. While reasonable care will be taken, On Point Pet Sitting is not responsible for damage resulting from pre-existing conditions, acts of the pet(s), third parties, or events beyond reasonable control, including but not limited to weather events or emergencies.

1.4 Property Access and Safety: The Client is responsible for maintaining all access points to the property, including sidewalks, walkways, driveways, gates, and entryways, in a safe and hazard-free condition. This includes snow and ice removal where applicable. Failure to maintain safe access may result in cancellation or modification of services without refund or credit. On Point Pet Sitting assumes no liability for injuries resulting from unsafe property conditions.

1.5 Supplies and Equipment: The Client must supply all necessary food, medications, equipment, and supplies required for pet care. Medications must be clearly labeled and provided in original packaging. Any purchases made on behalf of the Client will be reimbursed within seven (7) days.

1.6 Recording Devices: The Client must disclose the presence of any video or audio recording devices located on the premises prior to service commencement. Undisclosed recording devices may result in immediate termination of services without refund due to privacy and consent considerations.

2. Pet Health, Medical Care, and Emergencies

2.1 Vaccinations and Preventative Care: All pets must be current on vaccinations and parasite prevention as recommended by a licensed veterinarian. Proof may be requested at any time. Failure to comply may result in service refusal or termination without refund.

2.2 Health and Behavior: Pets must be free from communicable illness and conditions that pose a safety risk. On Point Pet Sitting reserves the right to refuse or discontinue services if a pet's health or behavior presents a risk to staff, the pet, or others.

2.3 Emergency Veterinary Authorization: In the event of an emergency, On Point Pet Sitting will make

reasonable efforts to contact the Client or designated emergency contacts. If contact cannot be established promptly, the Client authorizes On Point Pet Sitting to seek veterinary care at the nearest available facility. All associated costs are the sole responsibility of the Client.

2.4 Limitation of Medical Authority: On Point Pet Sitting is not a veterinary service provider and is not authorized to diagnose conditions or prescribe medications beyond basic first aid and owner-provided instructions.

2.5 Evacuation and Disaster Events: In the event of evacuation or emergency conditions, On Point Pet Sitting is authorized to relocate pets to a safe location. If the Client or emergency contact cannot assume care within twenty-four (24) hours, alternative arrangements may be made at the Client's expense.

3. Employees and Independent Contractors

3.1 Assignment of Staff: On Point Pet Sitting may assign employees or independent contractors at its discretion. All personnel are trained and held to company standards.

3.2 Non-Solicitation: The Client agrees not to solicit, employ, or contract directly with any On Point Pet Sitting employee or contractor for pet care services during service provision or for twelve (12) months following termination of services.

3.3 External Agreements: On Point Pet Sitting is not responsible for any private arrangements made between Clients and staff outside of officially booked services.

4. Fees, Payments, and Taxes

4.1 Retainers and Payment Schedule: A non-refundable, non-transferable retainer equal to 50% of the total service cost is required within twenty-four (24) hours of invoicing. Remaining balances are due no later than seven (7) days prior to service commencement. Bookings made within seven (7) days require full payment at time of booking.

4.2 Failed or Returned Payments: A \$25 administrative fee plus applicable bank fees will be charged for returned or declined payments.

4.3 Goods and Services Tax (GST): All services are subject to GST as required by law. On Point Pet Sitting's GST Registration Number is **73960 7158**.

4.4 Refunds and Credits: Monetary refunds are not provided unless otherwise agreed in writing. Eligible refunds will be issued as account credits valid for use within the calendar year of issuance.

5. Liability, Indemnification, and Waivers

5.1 Limitation of Liability: On Point Pet Sitting shall not be liable for loss, injury, damage, or death resulting from acts of the pet(s), third parties, or circumstances beyond reasonable control, except where caused by proven gross negligence.

5.2 Client Indemnification: The Client agrees to indemnify and hold harmless On Point Pet Sitting from all claims, damages, injuries, costs, or expenses arising from the Client's pet(s), property conditions, or failure to comply with this Agreement.

5.3 Transportation Authorization: The Client authorizes transportation of pets when necessary. Liability is waived except in cases of gross negligence.

5.4 Pet-Caused Damages: The Client is financially responsible for damages or injuries caused by their pet(s) to property, staff, or third parties.

6. Time to Pet Platform

6.1 Third-Party Platform: Time to Pet is a third-party scheduling platform. On Point Pet Sitting is not responsible for system outages, data breaches, or unauthorized access beyond its reasonable control.

6.2 Profile Accuracy: The Client is responsible for maintaining accurate and current information within their profile.

7. Keys and Access Devices: Clients are required to provide secure access via lockbox unless otherwise approved. Lockbox purchase, installation, and maintenance are the Client's responsibility. Any locksmith or access-related costs incurred will be the sole responsibility of the Client and must be reimbursed within seven (7) days.

8. Photography and Media: The Client grants On Point Pet Sitting permission to photograph or record pets for marketing purposes without compensation.

9. Scheduling, Cancellations, and Fees

9.1 Short-Notice Bookings: Bookings requested with less than forty-eight (48) hours' notice are subject to a \$10 administrative fee.

9.2 Cancellations: Overnight services require a minimum of thirty (30) days' notice of cancellation. All other services require a minimum of forty-eight (48) hours' notice. Cancellations made with less than the required notice shall be charged 100% of the scheduled service cost, regardless of the reason for cancellation. The Client acknowledges that the 50% retainer paid to secure services is non-refundable and non-transferable, and will not be returned under any circumstances, including cancellations made in accordance with or in violation of this section. Failure to provide required notice, including same-day cancellations, constitutes a late cancellation and is subject to full charge.

9.3 Client Return Confirmation: Clients must confirm their return home. Additional services performed due to lack of confirmation will be billed accordingly.

9.4 Travel Fees: Clients outside St. Albert will incur a \$2 per kilometer travel fee.

9.5 Holiday Rates: A 100% surcharge applies on designated statutory and company-observed holidays.

9.6 Weather Conditions: Services may be modified or cancelled due to unsafe weather conditions.

9.7 Minimum Visit Requirements: To ensure the health, safety, and welfare of pets, the following minimum visit schedule applies only when the pet is left in the care of On Point Pet Sitting for extended periods, including overnight stays or during the Client's absence from the premises. Cats and caged pets must receive a minimum of one (1) visit per 24 hours. Dogs must receive a minimum of three (3) visits per 24 hours. Failure to meet these minimum visit requirements may result in additional fees and/or termination of services at the sole discretion of On Point Pet Sitting.

9.8 Right to Refuse Service: On Point Pet Sitting reserves the right to refuse or terminate service at its sole discretion.

10. Animal Welfare Reporting: On Point Pet Sitting is legally and ethically obligated to report suspected neglect or abuse to appropriate authorities.

11. Insurance, Privacy, and Amendments

11.1 Insurance: On Point Pet Sitting maintains applicable insurance coverage subject to policy terms and limitations.

11.2 Confidentiality: Client information is treated as confidential and used solely for service-related purposes.

11.3 Amendments: Terms, policies, and pricing may be updated at any time. Continued use of services constitutes acceptance.

12. Third-Party Access: Clients must notify On Point Pet Sitting of any third-party presence during scheduled services.

13. Outdoor Access: The Client acknowledges and assumes all inherent risks associated with outdoor access, including but not limited to injury, illness, predation, vehicular impact, escape, theft, or death. On Point Pet Sitting shall not be liable for any loss, injury, damage, or death arising from outdoor access, except in cases of gross negligence or willful misconduct. On Point Pet Sitting reserves the right, in its sole and reasonable discretion, to restrict or withhold outdoor access where conditions are deemed unsafe.

14. Governing Law and Dispute Resolution

14.1 Governing Law: This Agreement is governed by the laws of Alberta.

14.2 Dispute Resolution: Parties agree to attempt mediation or arbitration prior to court proceedings.

15. Electronic Signature: Electronic signatures are legally binding and equivalent to handwritten signatures.

By engaging services, the Client confirms acceptance of these Terms and Conditions for all current and future bookings.

Owner's Name: [SEE ELECTRONIC SIGNATURE]

Owner's Signature: [SEE ELECTRONIC SIGNATURE]

Date: [SEE ELECTRONIC SIGNATURE]