

# Terms of Service



## Services Provided

Extra Pet Care provides pet visits, walks, potty breaks, playtime, and related add-on services under weekly subscription plans. Services are delivered by vetted staff who are fully insured and licensed.

## Scheduling & Access

Visits must be scheduled in advance and are subject to availability. Clients must provide safe and reliable access to the home (keys, codes, or entry instructions). Pets must be secured appropriately for staff safety. Preferred time windows may be requested but are not guaranteed. Unused visits do not roll over to the following week unless otherwise agreed in writing.

## Cancellations & Rescheduling

- 24 hours' notice is required to cancel a scheduled visit.
- Clients may reschedule visits without penalty.
- Rescheduling is subject to staff availability, but we will always do our best to accommodate requests.
- Visits canceled with less than 24 hours' notice may be forfeited.
- Subscriptions are billed weekly and may be canceled at any time; however, once purchased, all sales are final.

## Health & Safety

Owners must disclose any behavioural or health concerns that could affect safety. Extra Pet Care is not liable for pre-existing health conditions or incidents outside scheduled visits.

## Subscriptions, Payments & Refunds

- All subscriptions are billed weekly in advance.
- Payments are processed automatically through the selected payment method.
- Plans renew automatically unless canceled.
- Services are subscription-based, no refunds are issued once payment has been processed.
- Partial refunds are not provided for unused visits within a subscription period.

## Liability

- Extra Pet Care is fully insured and licensed.
- Staff have clean criminal records and are trained for pet safety.
- While every precaution is taken, Extra Pet Care is not responsible for unforeseeable events such as accidents, escapes, or health emergencies.

## Termination of Service

We reserve the right to discontinue services if:

- A pet poses a safety risk to staff.
- Payment obligations are not met.
- Terms are repeatedly violated.