NOTHING LIKE HOME PET CARE

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RESIDENTIAL SERVICE AGREEMENT

This Agreement is entered into on this: _____ day of _____, 20_____

This Agreement is entered into by and between **Mark Bussey**, doing business as (DBA) **Nothing Like Home Pet Care** (a sole proprietorship), and the Client specified below.

Client Full Name:	
Property Address:	
Primary Telephone / Email:	
Emergency Contact (Name/Ph):	

1. DEFINITIONS

• **"Nothing Like Home Pet Care"** refers to the residential pet care sole proprietorship owned and operated by Mark Bussey within the Province of British Columbia, including its owners, employees, and authorized independent contractors. All municipal business licences, commercial surety bonds, and liability insurances attach directly to this individual legal entity.

• **"Client"** refers to the pet owner(s) or authorized agent executing this Agreement who maintains legal responsibility for the property and the care of the described pets.

• **"Drop-In Visit"** means a scheduled, timed entry into the Client's home by Nothing Like Home Pet Care to perform the specific pet care and basic property tasks outlined in this Agreement. It strictly constitutes a drop-in service and does not imply overnight house sitting or continuous 24-hour supervision.

• **"Pet Care"** refers strictly to basic husbandry tasks, including providing fresh water, preparing and serving food, administering client-directed medications, allowing dogs access to the backyard, scooping litter boxes, and providing reasonable visual wellness checks, playtime, and affection as outlined in the attached care sheet.

• **"Home Security Checks"** means basic visual and physical checks strictly intended to deter intruders and maintain property safety for the sole purpose of pet wellness and client peace of mind. This is limited to rotating lights on/off, bringing mail/packages inside the front door, and visually confirming that exterior doors and windows are closed and locked upon departure.

• **"Exigent Circumstances"** refers to unforeseen, urgent situations discovered on the property requiring immediate intervention, including but not limited to active flooding, fire, gas leaks, structural failure, or clear evidence of forced entry or vandalism.

• **"Booking"** refers to the specific, locked-in block of consecutive dates and scheduled visits requested by the Client and explicitly accepted by Nothing Like Home Pet Care.

2. RATE STRUCTURE AND VISIT DURATION

• **Standard Visit Duration:** Each standard scheduled Drop-In Visit is strictly twenty (20) to thirty (30) minutes in length.

• **Base Daily Rate (1 Visit/Day):** The basic service fee is $30.00 CAD per day, which includes one (1) Drop-In Visit.

• **Additional Visit Rate (2 Visits/Day):** For clients requesting a second visit on the same day, a discounted rate of $20.00 CAD applies to that second visit, bringing the standard daily total to $50.00 CAD.

• **Daily Maximum & Extended Visits:** Nothing Like Home Pet Care typically accommodates a maximum of two (2) Drop-In Visits per day. Additional visits beyond two per day a subject to availability and will be billed at a flat rate of $30.00 CAD each.

• **Extended 60-Minute Visit Option:** Subject strictly to schedule availability, the Client may request extended Drop-In Visits of 60 minutes (one hour) in duration. These extended visits are billed at a premium rate of $50.00 CAD for each individual visit.

• **Goods and Services Tax (GST):** A federal Goods and Services Tax (GST) of 5% will be applied and charged for all services, surcharges, and fees provided under this Agreement.

• **Canadian & British Columbia Statutory Holiday Surcharge:** Bookings scheduled on any official Canadian federal or British Columbia provincial statutory holiday are subject to a surcharge of $12.00 CAD per drop-in visit, which will be added directly to the invoice total. Applicable holidays include: New Year's Day, Family Day (BC), Good Friday, Victoria Day, Canada Day, B.C. Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

• **Fuel Surcharge for Extended Service Areas:** Nothing Like Home Pet Care reserves the right to apply a fuel surcharge for clients residing outside of its standard primary service area boundary. This surcharge is determined by the distance traveled from the established boundary, will be explicitly itemized prior to booking finalization, and must be paid alongside standard service fees.

Standard Primary Service Area Boundary:	
Assessed Distance Surcharge:	

3. EXCLUSION OF LICENSED SECURITY SERVICES & ALARM RESPONSE MANDATE

• **No Status as a Security Provider:** The Client explicitly acknowledges and agrees that Mark Bussey and Nothing Like Home Pet Care are not a licensed security business, private investigator, or security service provider under the British Columbia Security Services Act, SBC 2007, c. 30. This business does not provide professional property protection, structural surveillance, or primary property security assets.

• **Sole Mandate for Pet Care:** The sole mandate, primary intent, and legal purpose of this contract is the provision of residential pet care and associated basic animal husbandry tasks. Any property tasks authorized by the Client (including pulling in mail, rotating lighting schedules, or confirming window locks upon departure) are strictly secondary, incidental checkups designed solely for the Client's baseline peace of mind and the general comfort of the animals.

• **Strict Alarm Non-Response Restriction:** Nothing Like Home Pet Care does not respond to active property alarms, security notifications, or automated system alerts under any circumstances. The Client is strictly forbidden from listing Mark Bussey or Nothing Like Home Pet Care as an emergency contact, secondary contact, or designated keyholder responder with any home monitoring system, alarm company, or local police dispatch. If an alarm is triggered while personnel are off-site, the Client or their professional monitoring provider must dispatch licensed guard response services or local public emergency authorities.

• **Insurance & Property Liability:** This service framework does not serve as a substitute for standard homeowner's insurance, property maintenance policies, or certified residential monitoring setups. The Client retains full responsibility for maintaining comprehensive home security and structural integrity infrastructure.

4. ELIGIBLE PET TYPES, HEALTH REQUIREMENTS, AND BEHAVIORAL DISCLOSURES

• **Domestic and Exotic Pets Welcome:** Nothing Like Home Pet Care provides standard drop-in care for all types of domestic pets (such as dogs and cats) as well as exotic pets (including birds, reptiles, amphibians, small mammals, and fish).

• **Exotic Pet Care Surcharges:** For complex care regimes or highly specific environmental requirements regarding certain exotic animals, additional surcharges may apply to the base rate. Any such surcharges will be negotiated and finalized prior to booking verification.

• **Mandatory Vaccination & Health Warranty:** For the ongoing health, safety, and physical well-being of the Client’s own animals, the Service Provider’s personnel, and the pets of all other clients serviced by the business, the Client warrants that all pets listed for care are current on rabies and all relevant core vaccinations. Pets must be entirely free from contagious diseases, active parasite infestations (such as fleas or ticks), and infectious respiratory conditions (such as kennel cough) before service commences.

• **Mandatory Behavioral History Disclosure:** The Client is strictly required to fully disclose any past or present history of vicious behavior, biting, unprovoked aggression, or territorial hostility exhibited by any animal residing on the property. This disclosure is a mandatory requirement to ensure the baseline physical safety of Nothing Like Home Pet Care personnel upon entering the house.

• **Sitter Safety & Right to Terminate:** For handler safety, if an employee or contractor of Nothing Like Home Pet Care is attacked, cornered, bitten, or subjected to dangerous physical aggression by any animal, Nothing Like Home Pet Care reserves the absolute right to immediately terminate the contract. The Client or their emergency contact will be advised accordingly, and custody of the animals will be shifted immediately under the emergency safety termination handover protocol.

• **Commercial Exclusion:** Nothing Like Home Pet Care operates strictly as a residential pet care service and does not provide services to commercial animal breeders, commercial kennels, catteries, or rescue facilities. Services will be automatically terminated if a booking is found to involve commercial animal operations.

5. BOOKING SCHEDULE, FINANCIAL SUMMARY, AND PAYMENTS

Booking Start Date:	Month		Day		Year	
Booking End Date:	Month		Day		Year	

Total Days of Service:

Visits Per Day / Type: [ ] One (1) Standard Visit/Day ($30.00) [ ] Two (2) Standard Visits/Day ($50.00) [ ] Custom Schedule (Extended / Additional Visits)

V1 Approx. Time: **V2 Approx. Time:** **V3 Approx. Time:**

Total Base Service Fee:	$
Assessed Fuel / Holiday Surcharge (If Applicable):	$
Subtotal:	$
Goods & Services Tax (5% GST):	$
TOTAL CONSOLIDATED FEES DUE:	$
Deposit Requirement (50% of Consolidated Total):	$
Balance Due Deadline (Remaining 50%):	$

Accepted Methods: Payments may be made via Visa, Mastercard, American Express, Apple Pay, Google Pay, Cash, electronic Interac e-Transfer, money orders, or certified cheques.
Electronic Funds Clearance: If paying via Interac e-Transfer, money order, or certified cheque, the funds must be fully cleared and received by Nothing Like Home Pet Care within the exact payment timeframes specified in this Agreement. Bookings will not be honored or secured unless funds have completely cleared.
Credit Card Surcharge: All payments processed via credit card (Visa, Mastercard, or American Express) are subject to a 2.4% processing fee surcharge, which will be added automatically to the invoice total. No processing surcharges apply to Apple Pay, Google Pay, Cash, Interac e-Transfer, money order, or certified cheque payments.

6. CANCELLATION, SHORTAGES, AND RETURN POLICY

• **Standard Cancellation:** Cancellations made ten (10) days or more before the scheduled service start date will receive a full refund of the 50% deposit.

• **Mid-Window Cancellation:** Cancellations made between nine (9) days and 72 hours before the scheduled service start date will result in the permanent forfeiture of the 50% deposit. Any additional balance paid above the deposit will be fully refunded.

• **Late Cancellation:** Cancellations made within 72 hours of the scheduled service start date are strictly non-refundable. Both the deposit and the final balance will be permanently retained by Nothing Like Home Pet Care.

• **Early Returns & Mandatory Notification:** No refunds, rate adjustments, or future booking credits will be issued if the Client returns home early from their scheduled trip. The Client is strictly required to text or call Nothing Like Home Pet Care immediately upon their physical arrival home. This ensures pet safety and explicitly confirms that custody has transferred back to the owner.

• **Supply Shortage & Reimbursement:** The Client agrees to provide an adequate supply of food, medication, litter, and waste bags. If supplies run out, Nothing Like Home Pet Care is authorized to purchase replacements. The Client will be invoiced for the retail cost of supplies plus a mandatory $15.00 CAD convenience fee, due immediately upon return.

7. SCOPE OF DROP-IN SERVICES

• **Pet Care Administration:** Executing the unique, baseline husbandry tasks requested by the Client on the intake paperwork for any eligible pet types. This generalized care includes replenishing fresh water, preparing and serving regular food rations, administering client-directed medications or environmental adjustments, clearing or scooping waste enclosures, providing custom playtime and physical or visual affection, and conducting baseline visual wellness checks subject entirely to the Client's specific operational care instructions.

• **Basic Home Maintenance:** Rotating assigned interior/exterior lights on or off, collecting arriving mail and packages from the immediate front doorstep, and conducting a baseline visual sweep to confirm exterior doors and ground-level windows remain locked upon departure.

• **Real-Time Post-Visit Communication Feature:** To offer the Client absolute peace of mind, Nothing Like Home Pet Care provides real-time updates directly following the conclusion of each Drop-In Visit. This standard, built-in feature includes digital photo attachments, a brief written summary detailing the visit, and any other pertinent behavioral or property security observations.

• **Instruction Accountability:** Following the specific operational care guidelines hand-documented by the Client within the attached Pet & Home Care Sheet Profile.

[ ] **OPT-OUT:** Check this box only if you do NOT wish to receive these real-time text updates, media photos, or visit summary reports.

8. HOME SECURITY SYSTEMS AND ACCESS CODES

Active Security Alarm System Present on Property: [ ] Yes [ ] No

• **Unique Guest Code Recommendation:** For properties equipped with an active security alarm system, Nothing Like Home Pet Care strongly recommends that the Client program a unique, temporary guest access code specifically for its personnel. This separate code enables precise automated entry/exit logging through the Client's security provider.

• **Instruction Provision:** If an alarm system is present, the Client agrees to provide explicit written step-by-step instructions in Section 16 and the accompanying Pet & Home Care Profile Sheet regarding entry delays, keypad locations, and arming commands to proactively prevent false alarms.

9. HOME ACCESS, PRIVACY BOUNDARIES, AND EXIGENT CIRCUMSTANCES

Access Method Provided by Client: [ ] Physical Key [ ] Garage Code [ ] Lockbox [ ] Other

• **Key Management Protocol:** Physical keys will be held securely by Nothing Like Home Pet Care and personally delivered back to the Client after they have returned home, unless a different key retention or disposal method is explicitly authorized in the attached Key Log Sheet.

• **Exigent Property Circumstances:** In the event that an Exigent Circumstance (such as a fire, gas leak, active flooding, burst pipes, structural breakdown, or clear evidence of forced entry/vandalism) is discovered on the premises, Nothing Like Home Pet Care is fully authorized to contact local emergency services and the designated emergency contacts immediately. Nothing Like Home Pet Care shall bear no liability for pre-existing structural damage or property losses occurring before or during such unexpected incidents.

10. EMERGENCY VETERINARY CARE AUTHORIZATION & LIABILITY ELECTION

The Client must select and initial ONE of the following emergency medical care directives below:

[ ] **INITIAL HERE TO AUTHORIZE TREATMENT:** If a pet becomes ill, injured, or requires medical assessment during the booking period, Nothing Like Home Pet Care will attempt to contact the Client and their primary emergency contacts immediately. If the Client remains unreachable, Nothing Like Home Pet Care is granted explicit authorization to transport the pet(s) to the primary veterinary clinic listed on the care sheet, or to the nearest available emergency veterinary hospital.

• **Pre-Approved Veterinary Authorization Limit:** In an urgent or life-threatening situation where the Client remains entirely unreachable, Nothing Like Home Pet Care is authorized to approve emergency veterinary diagnostic and treatment protocols up to a maximum threshold of: $

• **Strict Financial Mandate & Liability Waiver:** It is the Client's sole and absolute responsibility to ensure that a valid credit card or other pre-approved payment framework is actively on file with the approved veterinary hospital to cover all incurred medical charges. Nothing Like Home Pet Care will strictly never front any payments, settle clinic fees, extend commercial credit, or finance medical bills under any circumstances. If the selected veterinary hospital or emergency medical service provider refuses to administer diagnostic work, procedures, or treatment due to the lack of an immediate, verified payment method from the Client, the Client hereby explicitly waives, releases, and absolves Nothing Like Home Pet Care, its owners, employees, and independent contractors from any and all liability whatsoever regarding the resulting lack of medical treatment, progression of illness, injury, or death of the pet(s).

[ ] **INITIAL HERE TO DECLINE TREATMENT AUTHORIZATION:** The Client explicitly directs Nothing Like Home Pet Care NOT to seek, authorize, or transport any pet for emergency medical care or veterinary intervention under any circumstances, even if an animal is suffering from a life-threatening emergency, acute illness, or severe trauma. By electing to decline emergency treatment, the Client explicitly acknowledges that they have been warned of the risks of delayed or withheld medical intervention.

• **Absolute Release of Liability:** The Client agrees that Nothing Like Home Pet Care, its owners, employees, and independent contractors shall bear zero legal, financial, or moral liability for the worsening health, permanent injury, suffering, or death of any pet resulting from this directive.

• **Assumption of All Liability:** The Client completely assumes all liabilities, risks, and financial consequences related to withholding medical care from their animals during the booking duration.

Mandatory Pre-Arranged Emergency Payment Method (Applicable ONLY if Treatment is Authorized above):

[ ] Credit Card explicitly on file with the Client's primary veterinary clinic listed on the care sheet.

[ ] Secured emergency cash fund left on the property.

Cash Location:

[ ] Designated Financial Proxy who has agreed to assume direct over-the-phone billing responsibility with the clinic:

Proxy Name & Phone:

11. PROFESSIONAL CREDENTIALS AND CLIENT PROTECTIONS

• **Provincial Business Licensing:** Nothing Like Home Pet Care certifies that it is fully licensed and legally registered to operate residential pet care services within the Province of British Columbia, ensuring full compliance with local regulatory commercial standards.

• **Commercial Surety Bonding:** Nothing Like Home Pet Care maintains a comprehensive commercial surety bond. This provides the Client with absolute financial protection and legal peace of mind regarding home assets, property, and keys against any verified acts of dishonesty or theft committed by Nothing Like Home Pet Care personnel.

• **Commercial General Liability Insurance via Profur:** Nothing Like Home Pet Care is backed by a dedicated commercial general liability insurance policy through Profur, specifically tailored for professional pet sitting. This policy explicitly includes comprehensive Care, Custody, and Control (CCC) extension coverage, protecting the Client against accidental third-party property damage or unexpected injuries occurring to any animal while under the direct care and physical custody of Nothing Like Home Pet Care.

12. LIMITATION OF LIABILITY, PET-PROOFING, AND INDEMNIFICATION

• **Liability Cap:** Nothing Like Home Pet Care shall not be held legally liable for any residential property damage, household theft, or pet injury, illness, or loss unless directly caused by its proven gross negligence or willful misconduct. In no event shall the cumulative legal or financial liability of Nothing Like Home Pet Care exceed the total monetary service fees paid by the Client under this specific Booking.

• **Shared Access & Third-Party Liability Waiver:** Nothing Like Home Pet Care is entirely exempt from all liability for home security, property damage, missing household items, or pet safety if any third party (including, but not limited to, friends, family members, neighbors, house cleaners, realtors, or maintenance contractors) is granted physical access to the Client's residence or property during the service booking period.

• **Home and Backyard Pet-Proofing:** The Client assumes sole responsibility for thoroughly pet-proofing the home and exterior yard spaces prior to departure. Nothing Like Home Pet Care is not liable for structural damage, chewed baseboards, or household items destroyed by the pet, nor for internal illnesses resulting from the pet ingesting accessible, non-food household items while left unmonitored between scheduled drop-in blocks.

• **Secured Fencing & Backyard Waiver:** If a pet is granted backyard or outdoor enclosure access at the Client's request, the Client warrants that all fencing, gates, and latches are fully secure and structurally sound. Nothing Like Home Pet Care bears no responsibility or liability for the escape, injury, theft, or death of any pet left in an outdoor yard area, nor for any third-party property damage or injuries caused by the pet while in said yard.

• **Pre-Existing and Natural Conditions:** Nothing Like Home Pet Care is entirely exempt from liability regarding the worsening, illness, illness transmission, or death of any animal resulting from pre-existing medical conditions, hidden age-related ailments, or natural causes.

• **Indemnification:** The Client agrees to indemnify, defend, and hold harmless Nothing Like Home Pet Care from any and all claims, lawsuits, administrative liabilities, or legal expenses (including attorney fees) arising from property damage or physical injuries inflicted by the Client's pets upon third parties, neighboring properties, or Nothing Like Home Pet Care personnel.

13. TRAVEL DELAYS AND EXTENDED SERVICES

The Client must select and initial ONE of the options below to establish a directive in the event that travel delays, missed flights, or emergencies prevent them from returning home on the scheduled booking end date:

[ ] **INITIAL TO AUTHORIZE GOOD-FAITH CARE EXTENSION:** In the event that the Client is delayed returning home, Nothing Like Home Pet Care will, in good faith, automatically continue to provide the scheduled drop-in services (as approved in the rate and frequency parameters of this Agreement) to ensure the continuous health, safety, and basic husbandry of the animals until the Client physically arrives home.

• **Invoicing & Payment Mandatory:** The Client explicitly agrees to compensate Nothing Like Home Pet Care for all extended service visits. These additional visits will be invoiced at the standard daily rates established in Section 2, plus any applicable holiday or fuel surcharges. The balance will be itemized on an extended invoice and is due immediately upon the Client's physical return.

[ ] **INITIAL TO DECLINE EXTENDED CARE (CONTRACT FULFILMENT WAIVER):** The Client explicitly directs Nothing Like Home Pet Care NOT to conduct any additional drop-in visits or property checks beyond the exact Booking End Date specified in Section 5, regardless of travel delays or flight cancellations.

• **Complete Contract Fulfilment:** The Client acknowledges that once the final scheduled visit on the Booking End Date is completed, Nothing Like Home Pet Care has completely fulfilled its contractual duties under this Agreement. Legal custody of the animals and care-taking responsibility immediately terminates, leaving the animals unmonitored.

• **Absolute Release of Liability:** The Client hereby releases, waives, and holds completely harmless Nothing Like Home Pet Care, its owners, and personnel from any moral, financial, or legal liability regarding the subsequent lack of food, water, sanitation, medication, or any resulting injury, illness, or death of the pets left alone following contract fulfilment.

14. WEATHER AND FORCE MAJEURE CONTINGENCIES

• **Continuity of Care:** While Nothing Like Home Pet Care will make every reasonable operational effort to fulfill scheduled drop-in blocks, if extreme weather hazards, natural disasters, severe road closures, or acts of God render travel hazardous or physically impossible, Nothing Like Home Pet Care reserves the right to adjust visit timing intervals to ensure basic care continuity. The Client will be alerted immediately of any structural schedule shifts.

• **Emergency Care Handover Protocol:** When weather or road safety limitations permanently prevent physical access to the property, Nothing Like Home Pet Care will immediately contact the emergency contact provided by the Client and request that care services be formally taken over by them. Nothing Like Home Pet Care will subsequently credit or refund the Client in full for any specific visits that were missed due to these unnavigable circumstances.

15. ENTIRE AGREEMENT AND GOVERNING LAW

• **Severability:** This contract, alongside accompanying intake documents, constitutes the entire agreement between the parties. If any clause is deemed invalid or unenforceable by a court of law, all remaining sections shall continue in complete force and effect.

• **Governing Law:** This Agreement shall be governed, interpreted, and enforced exclusively in accordance with the laws of the Province of British Columbia, Canada. Both parties irrevocably submit to the exclusive jurisdiction of the courts of British Columbia regarding any contractual disputes.

16. SPECIFIC HOME DISARMING / ALARM KEYPAD INSTRUCTIONS

Provide explicit details regarding codes, entry delay windows, keypad physical locations, and bypass rules below.

[ ] **NOT APPLICABLE (N/A)** - No active alarm system present on the property.

17. ACKNOWLEDGEMENT AND SIGNATURES

By signing below, both parties formally acknowledge that they have read, understood, and agreed to all terms, legal waivers, financial structures, and payment clearance rules within this Agreement.

CLIENT SIGNATURE:		**Date:**	
Printed Name:			
MARK BUSSEY SIGNATURE:		**Date:**	
Printed Name/Title:	Mark Bussey, Owner / Sole Proprietor		