

TERMS AND CONDITIONS

CANCELLATION AND REFUND POLICY

- All fees, food and any medication, if applicable, are due in full upon drop off.
- If no current/valid vaccines have been given to your cat(s), they cannot board in our home.
- BOARDING FEES ARE NON-REFUNDABLE-IF YOU CANCEL OR RETURN EARLY FOR ANY REASON, THE REMAINDER OF ANY FEES WILL NOT BE REFUNDED.

In order to proceed with booking, pet parents are required to review our terms and conditions:

Payment: You agree to pay for the Services we provide to your Pet during each visit at the rates set forth at the start of such visit upon drop off, additional charges for veggies/extra supplies for your pet will be due before pick up. Prices are subject to change without notice and seasonal rates may apply. If payment is not received, our agreement is considered to be null and void without notice.

COVID 19 Precaution: We are not allowing any pet parents into our home. Instead, we are conducting a curb-side pick up and drop off system for all fur babies. Please ensure all items are bagged and babies are in a carrier to make it easy for us to carry from your car into our home. Please ensure that all cages are not assembled in order for us to have it fit into the elevator/door frame

Timings for Drop Off/Pick ups: All pick up and drop offs are by appointment only at a time/day agreed upon by both parties. If you are unable to come by on your initial start date, you are welcome to come the evening before subject to an additional daily charge.

Late Fee(s): All drop off timings must be confirmed via text, Whatsapp or e-mail at least 48 hours prior to the start of service. Should you arrive late without giving confirmed 24 hours notice, you will incur a late charge. The late fee is an additional \$100.00. This amount must be paid upfront before dropping off your fur babe(s) in order to continue with service.

Cancellation Policy: You need to provide at least 72 hours notice in writing should you need to cancel your booking.

Contact with Other Pets: While your pet is staying with us, he or she will come into contact with other pets. Every effort will be made to ensure the safety of our guests by enforcing strict restrictions on Pets. You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, YOU RELEASE BUBINA'S PET SITTING/BOARDING AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY. If your pet injures another pet, you will be solely responsible for any injury to the other pet(s) as well as your own pet, and YOU RELEASE BUBINA'S PET SITTING/BOARDING AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

Pets not picked up on Departure Date: If you do not pick up your Pet at the agreed upon time, you hereby authorize us to continue to provide the Services as set forth in this Agreement at your expense. If Bubina's Pet Sitting/Boarding determines, at its sole discretion, that an extension of Services is required, payment in full may be required prior to extending such Services. Notwithstanding the foregoing, if your Pet is deemed abandoned under local, provincial laws or regulations, or in Bubina's Pet Sitting/Boarding discretion as permitted by law, we will follow the Abandoned Pet Procedure.

Abandoned Pet Procedure: Unless otherwise required by applicable law, if you fail to pick up your Pet by the designated time: All Services will stop, with the exception of medication administration necessary to ensure pet health and safety and basic boarding services (food, water, relief time and shelter). We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your pet is not picked up within a reasonable time period, your pet will be deemed to be abandoned and that we will deliver the pet to a third party adoption partner, Animal Control or other similar government agency. You understand that you may lose ownership of your pet under these circumstances. If you fail to pick-up your pet for any reason, YOU RELEASE BUBINA'S PET SITTING/BOARDING AND ITS AGENTS FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.

Health and Emergency Care Policy: The pet owner will be responsible for all medical expenses and damages resulting from an injury to Ameera Rasheed/Peter Pitschon or other persons by the pet. We as your pet sitter are not liable for the injury, disappearance, death or fines of any pet in our care. We hope that when your fur baby comes to us that they are in good health.

In the event that any of your pets appear to be ill, injured or at significant risk of experiencing a medical problem at the start of service or while in the care of Bubina's Pet Sitting, you give permission to Ameera Rasheed and/or Peter Pitschon to seek veterinary service from a

veterinarian or a veterinary clinic at the owner's expense. Your preferred vet should be disclosed to Ameera and/or Peter but other veterinarians or emergency care clinics chosen by either of us are acceptable. All efforts will be made to first contact you, the pet owner, regarding any treatments, illness, injury or potential problems as soon as the condition is deemed not life threatening and/or contact is possible.

I understand that Ameera Rasheed & Peter Pitschon work hard to prevent accidents and injuries and that such problems may occur no matter how well a pet is cared for. I agree to allow Ameera Rasheed and/or Peter Pitschon to use their best judgement in handling these situations and I understand that Bubina's Pet Sitting assume no responsibility for the actions and decisions of the veterinary staff, the health or death of my pet(s).

I agree that Bubina's Pet Sitting shall not assume any responsibility for the payment of any veterinary services rendered, which may include but are not limited to diagnosis, treatment, grooming, medical supplies and/or boarding. I also agree that I shall assume full responsibility for any such services and that I will reimburse Bubina's Pet Sitting for any payments for services made on my behalf and to pay these fees within 48 hours of any such incident.