Terms of Service

Uncle Isaac LLC Last Updated: July 2026

Welcome to Uncle Isaac. These Terms of Service (“Terms”) govern your access to and use of the website, mobile application, and related services (collectively, the “Platform”) operated by Uncle Isaac LLC (“Uncle Isaac,” “we,” “us,” or “our”). Please read these Terms carefully before using the Platform.

By creating an account or using the Platform in any way, you agree to be bound by these Terms. If you do not agree, please do not use the Platform.

1. Description of Service

Uncle Isaac operates an online marketplace that connects dog owners (“Clients”) with independent third party pet care providers (“Guardians”) who offer boarding, training, transport, and related services. The Platform is available to Clients and Guardians throughout the United States, and the network of available Guardians will vary depending on your location. Uncle Isaac also operates a Referral Partner program that allows individuals to earn compensation for referring new Clients or Guardians to the Platform.

Uncle Isaac is a technology platform. We facilitate introductions, bookings, and payments between Clients and Guardians, but we are not a boarding facility, kennel, or employer of Guardians, and we do not directly provide pet care services.

2. Eligibility and Accounts

You must be at least 18 years old and a resident of the United States to create an account. When registering, you must select an account type, such as Client, Guardian, or Referral Partner, and provide accurate and complete information. You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

Because pet care regulations, licensing requirements, and animal welfare laws vary by state and municipality, Guardians are responsible for knowing and complying with all laws applicable to their specific location, including any local permit or registration requirements for boarding or caring for animals in their home.

Guardians must successfully complete our vetting process, which may include identity verification, background checks, and reference checks, before being permitted to accept bookings. Approval as a Guardian does not constitute a guarantee, warranty, or certification of any particular outcome, and Uncle Isaac reserves the right to suspend or remove any Guardian at its discretion.

3. Bookings, Payments, and Revenue Share

Clients request services from available Guardians through the Platform. Once a booking is confirmed, Clients authorize Uncle Isaac to charge the applicable payment method for the agreed boarding or service fees.

Uncle Isaac does not charge Clients, Guardians, or Referral Partners a commission on individual bookings. Instead, Uncle Isaac earns revenue through recurring subscription or membership fees paid by Guardians and Referral Partners for access to the Platform, tools, insurance, licensed territory rights, and related support, as described in the Guardian Agreement and the Referral Partner Agreement.

Where a booking results from a Referral Partner’s introduction, the boarding fee paid by the Client is shared between the Referral Partner and the Guardian according to the revenue share disclosed on the Platform and in the Referral Partner Agreement, currently 33 percent to the Referral Partner and 67 percent to the Guardian. Where no Referral Partner is involved in a booking, the Guardian retains the full boarding fee, subject to the terms of their Guardian subscription plan.

All bookings and payments arranged through Uncle Isaac must be processed through the Platform. Arranging payment for a Platform booking outside the Platform is not permitted, as doing so removes the Client, Guardian, and any involved Referral Partner from the Platform’s insurance coverage, revenue share accounting, and support protections.

4. Cancellations and Refunds

Cancellation timelines, eligibility for refunds, and applicable fees are described in our Refund Policy, which forms part of these Terms.

5. Conduct and Content Standards

All users must comply with our Community Guidelines and Acceptable Use Policy, which are incorporated into these Terms by reference. You agree not to use the Platform for any unlawful, fraudulent, abusive, or harmful purpose.

Reviews and communications submitted through the Platform must be honest and based on genuine experience. Uncle Isaac reserves the right to remove content that violates these Terms or our other policies.

6. Relationship Between Users

Guardians are independent contractors and are not employees, agents, or partners of Uncle Isaac. Clients and Guardians enter into a direct service arrangement facilitated by the Platform. Uncle Isaac is not responsible for the acts or omissions of any Client or Guardian.

7. Disclaimers

The Platform and all related content are provided on an “as is” and “as available” basis. While Uncle Isaac takes reasonable steps to vet Guardians, we do not guarantee the conduct, reliability, or quality of any Guardian’s services, and we make no warranty, express or implied, regarding the outcome of any booking.

8. Limitation of Liability

To the fullest extent permitted by law, Uncle Isaac and its officers, employees, and affiliates will not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of your use of the Platform or any service arranged through it. Our total liability for any claim relating to the Platform will not exceed the amount of fees paid by you to Uncle Isaac in the twelve months preceding the claim.

9. Indemnification

You agree to indemnify and hold harmless Uncle Isaac from any claims, damages, losses, or expenses, including reasonable attorney fees, arising out of your use of the Platform, your violation of these Terms, or your interactions with other users.

10. Termination

Uncle Isaac may suspend or terminate your account at any time, with or without notice, if we believe you have violated these Terms or any related policy, or if we determine that your continued use poses a risk to other users or to the integrity of the Platform. You may close your account at any time by contacting our support team.

11. Dispute Resolution and Governing Law

These Terms are governed by the laws of the State of Nevada, without regard to conflict of law principles, regardless of the state in which you reside or use the Platform. Any dispute arising out of or relating to these Terms or the Platform will be resolved through binding arbitration on an individual basis, except where prohibited by law, and you waive any right to participate in a class action.

12. Changes to These Terms

We may update these Terms from time to time. Material changes will be communicated through the Platform or by email. Your continued use of the Platform after such changes take effect constitutes your acceptance of the revised Terms.

13. Contact Us

Questions about these Terms may be directed to:

Uncle Isaac LLC Las Vegas, Nevada Email: admin@uncleisaac.com