

Paws Plus Pet Sitting, Inc.-Service Agreement

For the purposes of this document, the terms Client, Owner, Pet Owner and Customer are synonymous with the person contracting services for one or more domestic animals.

A signed Service Request must be provided to your sitter before service is provided for any period.

Deposit in full is due at time of reservation. Reservations are not held until payment in full is received or special arrangements agreed upon by both parties in writing.

There will be a \$20.00 service charge for each returned check.

Unpaid service may be cancelled without notice, including prior to or during the service period.

Cancellation Charge Schedule effective 1/1/2007 (% applies to entire service period total)

0-48 hours prior to any service, and/or Holidays Payment in full is charged (no refunds)

2-7 days prior to service: 20% of service total is due (equals an 80% refund)

8 days or more prior to service: No charge, refund in full.

Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not performed.

- Paws Plus Pet Sitting, Inc. is not responsible for wilted, dead or otherwise unhealthy plants. Paws Plus Pet Sitting, Inc. will work hard to follow your written directions as precisely as possible but cannot be responsible if the result is not favorable. Please place all indoor plants together on a waterproof surface in plain sight, as your pet sitter is not responsible for water damaged areas or missed plants.
- Paws Plus Pet Sitting, Inc. is not responsible for damage to the home beyond the control of the Pet Sitter. This includes but is not limited to leaks, electrical problems and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client or fully reimbursed to Paws Plus Pet Sitting, Inc. within 14 days
- Paws Plus Pet Sitting, Inc. is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the pet sitter. Paws Plus Pet Sitting, Inc. agrees to remain fully insured through PSA or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage etc. as caused by an employee) or bonding. Paws Plus Pet Sitting, Inc. accepts no responsibility for security of the premises or loss if other individuals have access to a client's home or if the home is not properly secured.
- At the time that service is booked, owner will notify pet sitter of everyone who has been granted access to the home during the service period. All other individuals that visit the home will leave a log of their visit.
- Paws Plus Pet Sitting, Inc. is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet owner agrees to secure home prior to leaving the premises Paws Plus Pet Sitting, Inc. will re-secure the home to the best of it ability at the end of each visit. While keys are in the possession of the pet sitter, they will be either on the

sitter's physical person or be properly stored at and undisclosed location. Paws Plus Pet Sitting, Inc. subscribes to insurance coverage through PSA for lost key lock replacements.

Pet owner must have legal rights to place the animals in the care of pet sitter, kennels and veterinary clinics. The pet sitter cannot service a home with "visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a legal Considerations Agreement, accepted and signed by each rightful owner(s).

Paws Plus Pet Sitting, Inc. shall not be held responsible for the loss, injury health or actions of any pet that the client has let outside or has instructed the sitter to allow outside while the sitter is not there. This includes pets with doggie doors and outdoor pets.

Pet owner is responsible for pet-proofing the house and yard and the security fences/gates/latches. Paws Plus Pet Sitting, Inc. will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance or legal consequences of any pet with unsupervised access to the outdoors. All pets with electronic fences must wear their collars with fresh batteries. We are not responsible for any animals that cross the perimeter.

Paws Plus Pet Sitting, Inc. is authorized to seek any emergency veterinarian assistance needed during visits at the cost of the client from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.

Pet owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc.) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scooper, litter boxes, food, cleaning supplies, medicines and cat litter. Pet owner authorizes any purchases necessary for the satisfactory performance of duties. Pet owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items and will reimburse Paws Plus Pet Sitting, Inc. within 14 days for all purchases made.

Pet owner will be responsible for all medical expenses and damages resulting from an injury to a pet sitter or other persons by the pet. Customer agrees to indemnify, hold harmless, and defend Paws Plus Pet Sitting, Inc. in the event of a claim by any person injured by the pet. We will not accept aggressive animals.

It is suggested that arrangements be made with someone to evacuate your pets in case of disaster or weather related event/crisis/"Code Red". Paws Plus Pet Sitting, Inc. will definitely try to see to your pet's safety/care should such events occur, but cannot guarantee it.

This contract permits Paws Plus Pet Sitting, Inc. to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.

Paws Plus Pet Sitting, Inc. may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people or the pet sitter. If concerns prevent the pet sitter from continuing for a pet, the owner authorizes the pet to be placed in a kennel, or previously arranged local if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing and liability are to be the responsibility of the owner.

Paws Plus Pet Sitting, Inc. agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired independent contractor hired by Paws Plus Pet Sitting, Inc. will be the responsibility of the independent contractor and the company they represent. All hired independent contractors are

required to carry liability insurance with optional coverage or bonding through a reputable company.

Client agrees to discuss any concerns with Paws Plus Pet Sitting, Inc. within 24 hours of return after service.

This agreement is valid from the date signed and replaces any prior legal considerations agreements. Client agrees to any future Paws Plus Pet Sitting, Inc. term changes relayed verbally to the client, mailed or emailed in writing to the client.

The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____