



Paw Pals Pet Sitting, LLC
14001-C Saint Germain Dr., #213
Centreville, VA 20121
(703) 393-PAWS (7297)
Email: info@localpawpals.com

Service Agreement Contract

1. A **signed** Paw Pals Pet Sitting Service Agreement must be provided to Paw Pals Pet Sitting **before** service is provided for any period.
2. Paw Pals Pet Sitting services must be requested in advance. Services are not reserved until acknowledged and invoiced by Paw Pals Pet Sitting.
 - **Monthly Midday Walk Services:** Any visit requested with less than 2 business days' notice will incur a \$10/visit surcharge. Any visits requested for the same day will incur a \$25/visit surcharge.
 - **Vacation Services:** Any visits requested with less than 4 business days' notice will incur a \$10/visit surcharge. Any visits requested for the same day will incur a \$25/visit surcharge.
 - **Bed & Biscuit/Overnight Services:** Any requests made with less than 6 business days' notice will incur a \$30/night surcharge.
3. Payment is due **in full** prior to services commencing, via the online Paw Pals client portal, unless special arrangements are agreed upon in writing by both parties. Reserved services are not confirmed until payment **in full** is received. Paw Pals Pet Sitting retains the right to cancel any reservations not paid for by the following deadlines:
 - **Monthly Midday Walk Services:** Payment is due by the 1st of the month. A 15% late payment fee for the entire monthly service will be added if payment is not received by the 6th of the month.
 - **All Other Services:** Payment is due 2 weeks prior to the first date of service, or within 24 hours if it is less than 2 weeks prior to the first date of service.
4. Services cancelled by the client are subject to the following cancellation fees:
 - **Monthly Midday Walk Services:**
 - i. By the end of the business day prior to the date of service: no charge (full refund or credit).
 - ii. By 9:00am on the day of service: 50% charged (50% refund or credit).
 - iii. After 9:00am on the day of service: no refund or credit.
 - **All Other Services (Non-Holiday):**
 - i. More than 5 business days prior to the start of service: no charge (full refund or credit).
 - ii. Between 2-4 business days prior to the start of service: 50% of total service charged (50% refund or credit).
 - iii. Less than 2 business days prior to the start of service: no refund or credit.
 - **All Other Services (Holiday):**
 - i. More than 10 business days prior to the start of service: no charge (full refund or credit).
 - ii. Between 5-10 business days prior to the start of service: 50% of total service charged (50% refund or credit).
 - iii. Less than 5 business days prior to the start of service: no refund or credit.
5. There will be a \$50 service charge for each returned check.
6. Clients returning home early will be required to pay for the reserved visits scheduled.
7. The client must have legal rights to place the animal(s) in the care of pet sitters, kennels, and veterinary clinics. Paw Pals Pet Sitting cannot service a home with "visiting" pets or animals that do not belong to the resident of the service site without separate sets of Paw Pals Pet Sitting Service Agreements accepted and signed by each rightful owner.
8. Paw Pals Pet Sitting reserves the right to refuse service to anyone, and is obligated to report any cases of neglect if there is any indication of animal abuse – lack of food/water, limited and filthy space, harsh training, etc.
9. Paw Pals Pet Sitting may use its discretion to stop and end service at any time if 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 service 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.
10. Paw Pals Pet Sitting does not allow any dogs to be off leash under our care unless they are in a secure fenced yard. The client is responsible for the pet-proofing of the house and yard, and for ensuring all fences/gate/latches function properly. Paw Pals Pet Sitting will not be responsible for the safety of any pets and will also not be liable for death, injury, disappearance, or legal consequences of any pet with unsupervised access to outdoors.
11. Paw Pals Pet Sitting requires **all** pets to have current rabies vaccinations, and for all dogs to be licensed.

12. The pet owner is responsible for supplying the necessary and safe equipment/supplies needed for the care of their pet(s), including (but not limited to) a sturdy, well-fitting harness (halter, collar, etc.) for walks or in case of emergencies, firmly affixed vaccination tags, a **non-retractable** lead rope or leash, pet waste bags, litter boxes and litter scoops, cleaning supplies, medicines, pet food, and cat litter. The pet owner authorizes any purchases necessary for the satisfactory performance of duties. The pet owner agrees to be responsible for the payment of such items, as well as any service fees for obtaining said items, and will reimburse Paw Pals Pet Sitting within 24 hours for all purchases made. Any payments not made within 24 hours will incur a \$25 late fee.
13. Paw Pals Pet Sitting is authorized to seek any emergency veterinary assistance needed during visits, at the cost of the client, from the client's preferred veterinarian. If the preferred veterinarian is unavailable or otherwise indisposed, Paw Pals Pet Sitting is authorized to seek emergency veterinary assistance from another veterinarian.
14. Paw Pals Pet Sitting is not responsible for any damage to the property of the client or others unless such damage is caused by the negligence of the pet sitter. Paw Pals Pet Sitting agrees to remain insured through Travelers Insurance or a comparable pet sitting liability insurance. Paw Pals Pet Sitting accepts no responsibility for loss to the premises if other individuals have access to the client's home, or if the home is not properly secured.
15. In the event that the pet owner books any pet transportation services, Paw Pals Pet Sitting is hereby authorized to transport said pet(s) to/from the designated destination(s) as requested. The pet owner is responsible for providing any special equipment for the transportation of their pet(s).
16. The terms of this document apply to all pets owned by the client, including any and all new pets that the client obtains on or after the date this document is signed, and at any and all locations the owner designates for service.
17. The 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. The client agrees to indemnify, hold harmless, and defend Paw Pals Pet Sitting in the event of a claim by any person injured by the pet.
18. This agreement permits Paw Pals Pet Sitting to accept all future reservations and to provide service without additional signed Legal Considerations agreements.
19. Paw Pals Pet Sitting agrees to provide the 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 Paw Pals Pet Sitting except those arising from negligence.
20. This Agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. The client agrees to any future Paw Pals Pet Sitting term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on the Paw Pals Pet Sitting website under the heading "Terms".
21. This Agreement is at will and may be terminated by either party at any time.
22. The client states that he/she has read this Agreement in its entirety and fully understands and accepts its terms and conditions.



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Emergency Veterinary Release

By signing this release agreement, I authorize Paw Pals Pet Sitting, LLC. to seek any emergency veterinary assistance needed during visits, at the cost of myself the client, from the my preferred veterinarian. My preferred veterinary services are listed in each individual pet's information section on my online Paw Pals client portal. If my preferred veterinarian is unavailable or otherwise indisposed, I authorize Paw Pals Pet Sitting to seek emergency veterinary assistance from another veterinarian.

I ask Paw Pals Pet Sitting to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit **which I will keep up-to-date in my client portal** (most common values are \$200, \$500, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illnesses, injuries, or potential problems as soon as the condition is deemed not life threatening and/or as soon as contact is possible. I understand that Paw Pals Pet Sitting care providers work hard to prevent accidents and injuries, and that such problems may occur no matter well a pet cared for. I agree to allow Paw Pals Pet Sitting care providers to use their best judgement in handling these situations, and I understand that Paw Pals Pet Sitting and its staff assume no responsibility for the actions and decisions of the veterinary staff, or for the health or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement of any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made with 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Paw Pals Pet Sitting for emergency transportation, care, supervision, or hiring or emergency caregivers, and will pay such fees within 14 days of each incident.

In the interest of providing the the best care for my ill or injured pet(s), I further authorize Paw Pals Pet Sitting and my primary veterinarian(s) to share all of the medical records of all my animals with veterinary clinics in an emergency.

Every dog, cat, or other domestic animal at the site of service will be current (per my veterinarian's recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service period.

I agree to notify Paw Pals Pet Sitting of any signs of injury or possible illness before any visit as soon as the condition appears. Paw Pals Pet Sitting reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Paw Pals Pet Sitting strives to provide clean, safe service to each of our clients. In doing so, Paw Pals Pet Sitting strongly recommends that each pet be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date signed and grants permission for future veterinary care without the need for additional authorization each time Paw Pals Pet Sitting cares for one or more of my pets. I understand that this agreement applies to all of the pets and domestic animals within the care of Paw Pals Pet Sitting. In signing this contract, I agree that I have the authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.



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Medication & First Aid Agreement

PERMISSION TO ADMINISTER MEDICATIONS, PRELIMINARY FIRST AID MEASURES, ETC.

I understand that, upon request, Paw Pals Pet Sitting, LLC. can administer medication, supplements, and/or treatments to my pet(s). This may also include preliminary first aid measures and/or basic pet care options as requested. (Fees may apply.)

Directions for the administration of any medications/supplements/treatments shall be provided by myself (the client) in the section for my pet's **Feeding & Medications** information in my online Paw Pals client portal. **I understand that it is my responsibility to keep this information updated at all times.**

Paw Pals Pet Sitting, LLC. will not be held responsible for any complications or side effects that may arise as a result of administering the requested medication/treatment or any reaction that my pet may have to said medication/treatment. Paw Pals Pet Sitting will attempt to administer any medications/supplements/treatments as instructed, but is not responsible for pets that are fearful, aggressive, or otherwise unreceptive to such attempts.

I understand that I may choose, at any time, to grant or withdraw permission for Paw Pals Pet Sitting to administer medications, preliminary first aid measures, etc. by updating my pet's Health & Vaccines section in my online client portal. I also understand that, should I grant permission, a pet sitter will be administering these medications and/or treatments in my absence and with my complete authorization.

My signature below constitutes my understanding of the above terms and conditions, and my agreement to keep all medications/supplements/treatments instructions up-to-date in my online client portal.



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Property Access Agreement

KEY STORAGE LOCKBOXES

Paw Pals Pet Sitting, LLC. requires all clients to utilize a **key storage lockbox** to ensure our sitters can access your home safely and securely while still giving clients control over their own keys. Should your primary home access be via an electronic keypad or garage door code, Paw Pals Pet Sitting still requires that keys be stored securely on your property for immediate access in case of power outages or drained batteries, which can cause keypad malfunctions.

You may elect to procure your own lockbox or, upon request, Paw Pals Pet Sitting will provide a lockbox during your initial Meet & Greet appointment and charge you for the cost of the box on your next invoice. The lockbox is yours to keep. You are responsible for selecting the combination code for your lockbox, and choosing an easily accessible location for it. **It is the client's responsibility to keep their combination code and lockbox location up-to-date in their online client portal.** If your situation does not physically allow for a lockbox, please contact our office before your initial Meet & Greet appointment to discuss a possible alternative.

Paw Pals requires **at minimum** that one key to your primary door be stored in your lockbox, and (if applicable) recommends a key to your backup door be stored as well. All keys should be clearly labeled.

EMERGENCY BACKUP KEY

Paw Pals Pet Sitting also requires that an additional backup key be kept on file, securely stored at the Paw Pals office, for use in an emergency (e.g. should you forget to put your lockbox in the agreed upon location, or if your lockbox malfunctions). **An additional "lock-out" fee will be assessed should your emergency key need to be retrieved from the Paw Pals office during your scheduled services, or if a locksmith needs to be called.**

KEY HANDLING

1. Paw Pals Pet Sitting agrees that your backup key on file will **not** be marked with your name or address.
2. Paw Pals Pet Sitting agrees that your backup key on file will be securely stored.
3. Paw Pals Pet Sitting understands that all backup keys on file are sole property of the client and will be returned upon request by one of the following methods:
 - i. **You can retrieve your key from the Paw Pals Pet Sitting office.** (Free of charge, but by appointment only.)
 - ii. **Your key can be personally collected or delivered to your location by Paw Pals Pet Sitting.** (\$30 charge applies.)
 - iii. **Your key can be left at your property upon the last visit of your scheduled service.** This request must be confirmed in advance by Paw Pals Pet Sitting.

My signature below constitutes my understanding of the above terms and conditions, and my agreement to (a) adhere to Paw Pals Pet Sitting's lockbox policy, (b) provide Paw Pals Pet Sitting with an additional emergency backup key to be kept on file at the Paw Pals office, and (c) keep all home access information up-to-date in my online client portal.



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Return Home Policy

The safety of your pets is one of Paw Pals Pet Sitting's primary concerns. We do everything in our ability to ensure your pets' safety and wellbeing. We believe that your pets need to be visited the number of times agreed upon during a day.

Upon your return home, **please notify us** via the messaging feature in your online portal.

While we certainly anticipate that you will be returning home on the date you provide to us, we understand that sometimes you may arrive home early, or there may be circumstances beyond your control that will prevent you from returning on the indicated date. **In either event, please notify us as soon as possible to give us the best chance of adjusting your services to cover any schedule changes.**

IF PAW PALS PET SITTING, LLC. DOES NOT HEAR FROM YOU ON YOUR RETURN DATE, WE WILL ATTEMPT TO REACH YOU AND/OR ANY LISTED EMERGENCY CONTACTS. IF WE ARE UNABLE TO CONFIRM THAT YOUR PETS ARE BACK IN YOUR CHARGE, WE RESERVE THE RIGHT TO PERFORM A WELFARE CHECK TO ENSURE THE SAFETY AND WELLBEING OF YOUR PET(S). YOU WILL BE CHARGED FOR THIS EXTRA VISIT AND ANY APPLICABLE FEES.

My signature below constitutes my full understanding of the above terms and conditions, and my agreement to assume all liability for charges arising from this policy.



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Photo & Social Media Release

Paw Pals Pet Sitting, LLC. reserves the right to take pictures of my pet(s), including photographic, motion picture, and electronic video images, for exclusive use in private visit reports and updates on your pet(s).

In addition to the aforementioned **private usage**, Paw Pals Pet Sitting, its subsidiaries, licensees, successors and assigns **request** the right for **public usage** – to use, publish, and reproduce for all purposes: the name(s) of my pet(s), pictures of my pet(s) in film or electronic video form, and printed and electronic copy of the information described above in any and all media, including, without limitation, cable and broadcast television and the internet, and for exhibition, distribution, promotion, advertising, sales, press conferences, meetings, hearings, educational conferences and in brochures and other print media. **Paw Pals Pet Sitting, LLC. agrees to refrain from using any media that divulges clients' personal/confidential information (e.g. street signs, home addresses, apartment complex signage).**

This permission extends to all languages, media, formats and markets known or hereafter devised. This permission shall continue forever unless I revoke the permission in writing. I further grant Paw Pals Pet Sitting, LLC. all right, title, and interest that I may have in all finished pictures, negatives, reproductions and copies of the original print or electronic media, and further grant Paw Pals Pet Sitting, LLC. the right to give, grant, sell, transfer, and exhibit the copy or original media for the purpose of marketing communications or advertising purposes

I understand that I may choose, at any time, grant or withdraw permission for public usage of the aforementioned media by updating my social media preferences in my online client portal. I also understand that adding my social media handles in the Social Media Preferences section in my portal constitutes giving Paw Pals Pet Sitting permission to tag me in any social media content containing pictures of my pet.

By signing this release agreement, I grant permission for Paw Pals Pet Sitting's private usage of the aforementioned media, and I acknowledge the means by which I may grant or withdraw permission for Paw Pals Pet Sitting's public usage of the aforementioned media.