



Pet Care Concierge LLC

PET CARE SERVICES AGREEMENT

This Pet Care Services Agreement (“Agreement”) is entered into between Pet Care Concierge LLC (“Provider”) and _____ (“Client”).

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. Term

The term of this Agreement shall commence on the date of full signature and continue until otherwise terminated by the Provider or Client.

2. Client Contact Information

Name: _____ Phone: _____

Address: _____

Email: _____

Pet 1 Name: _____ Type: _____ Age: _____

Pet 2 Name: _____ Type: _____ Age: _____

Pet 3 Name: _____ Type: _____ Age: _____

Pet 4 Name: _____ Type: _____ Age: _____

Pet 5 Name: _____ Type: _____ Age: _____

Pet 6 Name: _____ Type: _____ Age: _____

3. Services Performed

It is understood and agreed that the obligations and covenants contained in this Agreement shall apply to all services provided by Provider to Client in the future. Provider will notify Client of price changes for services prior to new assignments. Pricing model includes care for up to two household pets.

Provider agrees to provide pet care and other related services on an as-needed basis upon Client's request. Such services may include, but are not limited to, pet sitting, dog walking, taxi/shuttle service, and home care. In consideration for such services, Client agrees to pay Provider the current rates in effect at the time that Provider provides the requested services to Client.

Provider's services will be provided in accordance with Client's written instructions and requests subject to the terms, conditions and limitations set forth herein which shall govern in the event of a conflict.

For dogs and cats, Client must ensure that each pet's collar includes Client's current contact information and a current rabies vaccination tag.

Client is solely responsible for pet-proofing Client's Residence, both inside and out, including securing doors, fences, gates, latches and openings which could potentially result in escape and Provider assumes no liability for damages or losses due to Client's failure to do so.

4. Payment

First time Clients or Clients with a history of late payment must pay 100% of the booking total in advance before services are provided. All Clients are subject to a minimum cancellation fee that is equal to 20% of the total booking. This can increase based on the amount of notice given to Provider. The full cancellation policy is detailed below under number 11. Clients with an established history may be allowed to pay at the end of services if mutually agreed upon ahead of time by Provider and Client. The first day of service will be priced at a full day's rate and the returning day will be priced as an additional half day if Client is returning before 12 pm and an additional full day when Client is returning after 12 pm.

An insufficient funds fee of \$35.00 will be assessed for any returned payment.

A \$15 last-minute booking fee will be applied to each visit scheduled with less than 24 hours of notice.

5. Holiday Rates

Holiday Rates will be \$10.00 extra for each drop-in (\$50.00 extra for overnight) for the following Holidays: Easter Day, 4th of July, Thanksgiving Day, Christmas Eve and Christmas Day and New Year's Eve and New Year's Day.

6. Supplies

Client will be responsible for furnishing all necessary items for the requested pet care, including, but not limited to, adequate food and water supply, medications, crate/bedding, travel equipment, well-fitting collars and leashes, pet waste bags, cat litter, cat litter scoop, and appropriate equipment for safe handling. If necessary, Client hereby authorizes Provider to restock such supplies. In the event of a restock errand, Client will reimburse Provider the actual cost of the supplies as reflected in the receipts for purchase, plus a \$20.00 service charge.

7. Pet Safety

Client shall be solely responsible for disclosing to Provider the existence of all pets in the home and any pet allergies, illnesses, health conditions, habits or behaviors (e.g. aggressiveness, biting, escaping, favorite hiding places) that could impact Provider's provision of services or safety.

Client authorizes Provider to use all means reasonably necessary in Provider's discretion to keep Client's pet(s) safe and healthy while providing services under this Agreement. This includes, but is not limited to, isolating an ill, injured or aggressive pet in a separate room or crate and/or seeking medical attention for an ill or injured pet.

Client acknowledges that Provider must meet all pets with Client present prior to first reservation. All pets being cared for by Provider must belong to Client. If other pets will be present for Provider reservation, those pets' owners must sign new client paperwork and meet with Provider in advance of reservation. Additional fees apply to any pets that are not a normal part of the household and will only be accepted on a case by case basis.

In the event Provider, in his or her discretion, deems veterinary treatment is necessary, Provider will first attempt to contact Client if Client cannot be reached Client authorizes Provider to seek treatment from a veterinarian pursuant to the veterinary release form executed herewith and incorporated herein by express reference. In the event that the pet is suffering, the pet, at the discretion of the veterinarian, may be humanely euthanized. The decision will only be made by the veterinarian in the unlikely event the Client is unable to be reached.

For dogs and cats, Client represents and warrants that pets subject to this Agreement will remain current with rabies vaccinations during the duration of this Agreement. For

dogs, Client represents and warrants that pets subject to this Agreement receive regular heartworm testing and monthly heartworm prevention and will remain current on same medication during the duration of this Agreement. Provider reserves the right to request veterinary records from Client to ensure compliance with this Section of the Agreement at any time while this Agreement is in force.

8. Access to Home

If it is necessary for Provider to enter Client's Residence to provide services under this Agreement, Client shall provide an adequate means of accessing and securing the Residence, including, but not limited to keys as described below; an alarm code and clear instructions for arming and disarming any security devices in operation; and, if applicable, a guest pass or access code for entry into a gated community.

In the event Provider is unable to gain entry into the Residence, Client hereby authorizes Provider to employ a locksmith to provide access. Should the services of a locksmith be required due to Client's failure to provide a proper means of access or the malfunction of a lock or other door opening mechanism, Client shall reimburse Provider for all costs incurred in connection therewith.

When appropriate, Client agrees to notify neighbors that Provider is providing services at the Residence in order to prevent unnecessary contact with neighborhood security and/or police.

For security and the safety of Provider, Client shall notify Provider in advance if other people will be accessing the Client's residence during the dates of Provider reservation.

Client will give Provider two working residence keys. One key is used as a backup for emergency purposes, lockout, or if a second person is helping out on the job. A hidden key outside is acceptable as a second key. The other key is for the Provider. If Client does not want Provider to retain keys for future stays/visits, a fee of \$15.00 will be collected at the time of the consultation to return Client's keys to Client.

9. Alarm

Location of Alarm Keypad: _____

Alarm Deactivation Code: _____

Alarm Activation Code: _____

Alarm Company Name: _____

10. In-Home Camera Policy

Client understands and agrees that Provider has a reasonable expectation of privacy at certain areas on Client's property. As such, no device(s) will record anything done or said in any bathroom(s) or shower(s) on Client's property. In addition, when Provider is inside of a structure on Client's property, there will be no audio recording therein and no recording of any kind in any area where Client has agreed to allow Provider to sleep. All cameras and their locations must be disclosed to the Provider prior to scheduled services.

11. Cancellation

Due to the exclusive nature of overnight bookings, cancellation fees will be assessed as follows: 20% of the booking amount if there is any cancellation (seen as a deposit to hold service dates), 100% of the booking amount if cancellation is within two weeks of the service date and 50% of the booking amount if cancellation is within one month of the service date. If service dates need to be adjusted or shortened, the Client will still be charged for the rate of the initially reserved service dates. No refunds or price adjustments will be given for early arrivals home. Extenuating circumstances will be taken into account on a case by case basis. Drop-in visits need to be cancelled at least 24 hours in advance to receive a full refund and drop-ins cancelled within the 24 hour window will receive a 50% refund. If Provider has already shown up for a drop-in visit a refund will not be provided.

12. Assignment

This Agreement may not be assigned by either party without the prior written permission of the other side.

13. Termination

Provider reserves the right to terminate the provision of services under this Agreement in its sole discretion in the event Provider determines that instructions given for care are causing harm or neglect to Client's pets. Provider has the pets' best interest at heart and refuses to take part in care that is neglectful or harmful to the pet. In such an event, Provider will first attempt to contact Client to make alternative pet care arrangements. If Client cannot be reached, Client hereby authorizes Provider to place the pet in a kennel of its choosing, in which case all boarding or hospitalization and related charges, including transportation, incurred will be borne in full by Client.

14. Governing Law

This Agreement shall be governed by the laws of the State of Michigan without giving effect to the principals of conflicts of law. The parties consent to jurisdiction and venue in the courts located in the State of Michigan.

15. Entire Agreement

This Agreement constitutes the entire agreement between the parties with regard to the subject matter hereof and supersedes all prior agreement and understandings, both written and oral.

If any provision of this Agreement is declared void or unenforceable, such provision shall be severed from this Agreement, which shall otherwise remain in full force and effect.

Provider

Client

Signed: _____

Signed: _____

Printed: _____

Printed: _____

Date: _____

Date: _____