

Feline's FriendSM Pet Sitting Service

Contract and Legal Considerations

For the purposes of this document, the terms Client and Pet Owner are synonymous with the person contracting services for one or more domestic animals. Likewise, We, Pet Sitter, Our, and Feline's Friend are synonymous with Feline's Friend Pet Sitting Service.

Our Pledge

Feline's Friend agrees to provide agreed upon services in a manner that is professional, 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*.

We work hard to provide safe, loving, and stimulating care for your pets – with the same level of compassion and experience we provide for our own beloved pets. Feline's Friend agrees to remain insured through reputable pet sitting liability insurance entity during each service period.

Scheduling and Payment

There will be a **\$35 service charge** for each returned check.

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

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

Cancellation Charge Schedule:

- **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** prior to service or more: No charge, refund in full.

Feline's Friend 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.

Security

Feline's Friend 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. The Pet Sitter will re-secure the home to client instructions at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be stored in a secure location without an indication of the address of the Pet Owner.

At the time that service is booked, the Client will notify Pet Sitter of everyone who has been granted access to the home during the service period. If possible, the Client will specify the time frame that others will be in the home. For security reasons, the Sitter will not enter if someone is in the home.

Feline's Friend 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 locale 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.

Pet Owner Responsibility

Pet Owner must have legal rights to place the animals in the care of Pet Sitters, 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).

The terms of this document apply to all the pets owned by the Client, including any and all new pets that the Client obtains on or after the date this document was signed, at any and all locations the Client designates for service.

Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. If a pet has *unsupervised* access to the outdoors, Feline's Friend will not be responsible for the safety of pets during that time. And, will not be liable for the death, injury, disappearance, or legal consequences of any pet with *unsupervised* access to the outdoors.

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-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, 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 Feline's Friend 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. Client agrees to indemnify, hold harmless, and defend Feline's Friend, in the event of a claim by any person injured by the Pet.

Feline's Friend is not responsible for wilted, dead or otherwise unhealthy plants. Feline's Friend will work hard to follow your written watering directions as precisely as possible, but cannot be responsible if the results are not favorable. *Please place all indoor plants on a waterproof surface in plain sight, in one location if possible*, as your Pet Sitter is not responsible for water damaged areas or missed plants.

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

Client's Home

Feline's Friend is not responsible for damage to the home that is beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, Feline's Friend will attempt to contact the Client 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 Feline's Friend within 14 days.

Feline's Friend 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. Feline's Friend agrees to maintain liability insurance during each service period. Feline's Friend accepts no responsibility for loss to the premises if other individuals have access to a client's home, or if the home is not properly secured.

This Agreement

This contract permits Feline's Friend to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.

This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Feline's Friend term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website under the heading Terms .

This contract may be terminated by either party by giving thirty days written notice to the other party.

The Pet Owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Pet Owner Name:

Signature: _____ Date: _____

Feline's Friend Representative:

Signature: _____ Date: _____