

Sit. Stay. Play! 2018 Service Contract

Service contracts will remain valid for future services, with the exception of any agreed upon (written) changes in rates, fees, visit dates, and/or times. Online policies take precedence over all policies in print.

Reservations: Reservations are not guaranteed until we meet with you and all pets and payment is received in full by SSP or a special arrangement is agreed upon by SSP in writing. An in-home consultation is required prior to reservations for all new clients. During the consultation, we will review and complete forms, sign agreements, collect keys, and obtain any necessary codes. Client agrees and understands that SSP will not be held responsible or liable if Client departs without having received confirmation for pet sitting dates requested.

SSP will not guarantee specific time slots. Visits will occur between 7-9am, 11-2:30, and 5-7 and/or 7-9pm unless otherwise agreed upon. In some cases, special arrangements can be made for visits outside these time frames. SSP will not agree to any services requiring visits less frequently than once per 24-hour period for cats/small caged pets and twice per day for dogs.

Service Area: A 5-mile radius from the intersection of Cooper & Central in Midtown is the primary service area for SSP. An additional fee of \$3 per visit and overnight will be added for clients who live 5.1-7.0 miles outside our primary service area.

Fees/Payment: Client must pay in advance by check made out to Sit. Stay. Play! LLC. All fees for daily/weekly services are due on the 1st and 15th. Client shall pay a \$35.00 service fee for returned checks. Future services will not be booked until balance is paid in full. In the event client extends trip and SSP is able to continue service or SSP is required to stay longer at any visit due to unforeseen circumstances, client will be billed for this time and an invoice will be left at client's home. Payment should be received by SSP within 5 days. Prices begin at \$85 per overnight (includes dinner, breakfast and staying overnight, but hours may not be consecutive), \$18 per 30-minute visit, \$30 per hour, \$22 per half hour walk, and \$35 for transport, plus any applicable additional fees mentioned in service area section above.

Refund/Cancellation: Overnights are non-refundable. Visits cancelled within 7 days of first day of service will result in a charge for the full amount. If services are cancelled 8-14 days in advance, 50% of the total is due. There are no refunds in the event you return home earlier than planned or make last minute schedule adjustments. Daily and/or weekly visits must be cancelled by 8am the day of to avoid charges.

Holidays: An additional fee of \$9.00 will be added to all visits and overnights on the following holidays: New Year's Day, Easter Sunday, Memorial Day Weekend, July 4th, Labor Day Weekend, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, & New Year's Eve. **Payment is due in full at the time of booking and is non-refundable.**

Keys: Client must provide SSP with **2** house key(s) during the initial consultation. If keys are not ready at this time, there will be a \$10 service fee to return to receive key. SSP is not responsible or liable for any key(s) left outside at Client's request. SSP must be notified of others that have keys or access to the Client's home. Client agrees to secure the home prior to leaving the premises and SSP will re-secure home at the end of each visit. Please remember that garage door openers are not operational in the event of power outages. Therefore, we must have a minimum of two keys to your home. SSP subscribes to insurance coverage for lock replacements in the event of a lost key.

In the event that locksmith services are required by SSP to gain entry into Client's home due to a lock malfunction or a failure of the Client to leave the (correct) key, it will be the responsibility of the Client to reimburse SSP for all costs. Client expressly gives SSP the authority to employ a locksmith on the Client's behalf if deemed necessary.

Visitors: Client must advise SSP of dates and times that relatives, friends, neighbors, and service people will be visiting the home. Please fill out the visitors/job sharing form, listing all names and numbers. SSP is not responsible for any loss, damage, or compromised security if anyone else has access to your home for the duration of scheduled services. SSP is not responsible for damage to or loss of property from the unauthorized entry of others.

Pets: Client must introduce SSP to ALL pets within the home, including small animals and fish. Additional pets not introduced or agreed upon prior your departure are not covered by this contract. For pets that may have reservations about allowing strangers into their home, SSP may allow up to 3 free consultations prior to client's departure, to allow pets time to adjust properly. If pets are still not comfortable with us in the home, SSP reserves the right to deny services.

Should any pet become dangerous or aggressive SSP may do one of the following:

- Arrange for emergency contact to begin caring for pets

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- Place pet into a kennel or animal care facility, at the owner's expense, if emergency contact is unavailable or unwilling to care for pet(s).

If either action described above is deemed necessary, this contract shall be terminated unless SSP agrees to continue services for other animals or provide house sitting duties at no reduction in price.

Client will be billed for the extra time spent with pet(s) in an effort to befriend them or to arrange for back-up care.

Any wrongful or misleading information from Client about pet's temperament and/or behavior may constitute a breach of the terms of this contract, in which case, this contract shall be terminated.

Termination under any of the circumstances described above shall not entitle client to any refunds and all outstanding balances must be paid in full within 5 days of arrival home.

Emergency (Back-Up) Sitter: In the event the SSP sitter is unavailable due to an extreme emergency beyond his or her control, SSP reserves the right to reach out to the provided emergency contact so they may take over pet care as needed in extreme circumstances. Every effort will be made to contact the owner in advance.

Supplies: Client is expected to provide all supplies, including food, litter, treats, cleaning supplies, paper towels, leashes/harnesses etc. SSP will charge an additional \$25.00 in addition to the cost of supplies if a trip to the store is needed.

Vaccinations: All pets must be current on vaccinations. Client is responsible for paying all costs and damages incurred by any party bitten or injured by Client's pets or exposed to an illness carried by Client's pets.

Outdoor Pets: SSP shall not be held liable for the health, safety, disappearance or well-being of any pet(s) allowed, per client's request, to leave the confines of the house or yard or kept outside in between visits. SSP is not responsible for injury or death of pet due to broken or electric fences. Client is responsible for pet-proofing yard, security fences, gates and/or latches. SSP will not agree to leave pets outside in extreme temperatures.

Dog Parks: SSP does not provide dogs with trips to dog parks at any time.

Inclement Weather Policy: Client entrusts SSP to use best judgment in caring for your pet(s) and home at the time of inclement weather. Every effort will be made to reach your home. The service schedule may be changed, interrupted, or altered due to circumstances. A nearby emergency contact has been requested at the time of initial consult. If it is not possible to drive safely to your home, your emergency contact may be notified.

SSP will not walk dogs in moderate or severe weather, with the exception of short potty breaks if yard access is unavailable. Walks during the summer and winter months may be shortened due to excessive heat/cold. SSP is not responsible if, despite our best efforts, a pet refuses to be walked.

Liability: SSP shall not be held liable for the acts of one pet against another or for property damage caused by Client's pets. It is the client's responsibility to pet proof the home and yard prior to departure. SSP will clean up pet messes to the best of our ability using products supplied by client. SSP is not liable for carpet/floor stains created by your pets.

SSP shall not be liable for Client's pets or property in the event of a natural disaster, including but not limited to, storm damage, floods, tornadoes, ice storms or fire. If a problem arises such as pipe rupture, break in, destruction of fence/gates by pets etc., SSP will make every effort to contact Client and follow instructions. If Client cannot be reached or immediate action is necessary for the health, safety, and welfare of the pet(s), Client authorizes SSP to make any repairs deemed necessary. The client agrees to reimburse SSP for all expenses incurred for repair of property and shall hold SSP harmless for work done by others

Client is responsible for any injury caused to SSP pet sitter or the general public by Client's pet(s) or conditions of Client's premises.

SSP is released from all liability related to transporting pet(s) to and from any veterinary clinic or kennel, the medical treatment of the pet(s) and the expense thereof.

Client agrees to notify SSP of any concerns or complaints regarding service within 24 hours of last visit. SSP is licensed, bonded, and insured; proof will be provided upon request.

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Photos: Client agrees to allow SSP to take photos of my pets and post them on Facebook, Twitter, website, and other social media sites or to use them for marketing purposes. _____ (initial if agreed)

Return home Phone call/text: Client agrees to call or text sitter when home safely. Please call/text/e-mail at any hour to let SSP know you have returned.

Future Services: Client authorizes this contract to be valid approval for services so as to permit SSP to accept all future telephone, online, text, mail or email reservations and enter my home without additional signed contracts or written authorizations. Client also agrees to any future changes SSP may have in rates or service. Client will be notified when services are scheduled if there are any changes.

SSP reserves the right to deny or terminate service for any reason, but especially in the case of safety concerns, unsanitary conditions, inhumane treatment of animals, non-payment of services, or situations that the pet sitter(s) deem inappropriate or uncomfortable.

Solicitation: Client agrees to not solicit SSP employees or independent contractors for services outside of SSP. Client understands that if this occurs, they will be dropped as a client of SSP immediately.

By signing below, I the client, certify that I have read, understand, and agree to the terms and conditions of this contract (3 pages) and do confirm the accuracy of the information provided here as well as in the pet disclosure, vet release, and service request forms that I have completed and reviewed with my pet sitter.

I will notify Sit. Stay. Play! of any changes to my contact information, pet's health/routine or my home prior to the commencement of any service period.

This agreement is valid from the date signed and replaces any prior agreements. This agreement may be terminated by either party by giving 30 days written notice to the other party.

Client Name (Please Print): _____

Address: _____

Client Signature/Date: _____

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