

Lawrence Pet Friends
Pet Sitting Service Contract
Rev 05/20/2020

Client referred to in this contract is _____ and LPF refers to Lawrence Pet Friends. By signing this contract, Client approves the services provided by this contract, permits LPF to accept reservations for service, and agrees to allow LPF and its employees to enter premises without additional signed contracts or written authorization. This contract refers to all pets owned by the Client at the time initial service commences, as well as all future pets that Client obtains on or after the date this contract was signed, and the terms of this contract will be in force until a revised contract is signed by both parties. All fees for services are based on current rates (see website lawrencepetfriends.com).

Payment is due on or before the first day service begins. Payment can be made via our online system with credit card or left on the Client's kitchen counter the first day (cash and checks are accepted). Client understands and takes full responsibility for payment. A fee of \$30 will be charged on all returned checks in addition to any fees assessed by either bank. A 50% deposit may be required on lengthy assignments (over 14 days) & for holiday reservations. If payment is not received by the first day of service, we may require future services to be paid prior to accepting the reservation. In the event it is necessary to initiate collection proceedings, Client will be responsible for all attorney's fees and costs of collection.

Online Reservation System - To ensure accuracy, Client agrees to use our online reservation and information system. It is the Client's responsibility to ensure home and pet care info is accurate and up to date so LPF staff can perform all necessary duties with accuracy. LPF will send a service confirmation and invoice via email prior to services.

Reservations – By signing this contract, Client acknowledges that all reservation and cancellation policies are subject to change and the policies in force at a given time will be those listed on the LPF website. There is a minimum of 3 business days (72 hours) for reservations. If we can accommodate short notice reservations made with less than 3 business days' notice, there will be an additional \$30 fee.

Cancellations - During non-holiday periods cancellations with less than one week's notice (5 business days), will be charged 50% of the total invoice. Reservations cancelled during a holiday time period (including Spring Break) require a minimum of two weeks' notice (10 business days) to avoid the 50% cancellation fee. We consider the busy Christmas holiday period to be 12/20-1/2. The cancellation period begins with the first day of the service period. If you return from your trip early, we request notification of at least 72 hours. You will be charged full price for all visits occurring within the 72 hours cancellation window and will receive a 50% credit for the remaining visits on the reservation.

For regular daily dog walking clients - see special addendum for cancellation policy.

LPF will assume the Client has returned home as planned. If Client is delayed or needs to extend services or is coming home early, Client is to call the office (785 760-3946) and leave a message on the Client Hotline so we can handle it immediately. Although we will do our best to continue services in the event extended services are needed, it is dependent upon adequate LPF staffing. LPF will not be responsible for any illness, injury, or death to pet or damage to property should LPF not be able to extend service as requested.

A per visit holiday fee is assessed for on all holidays (New Year's Eve, New Year's Day; Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day). We may require that these days be pre-paid at the time the reservation is made to hold the spot.

The utmost care will be given in taking care of your pets and your home. However, due to the unpredictability of animals, we cannot accept responsibility for any mishaps of any extraordinary or unusual nature (i.e., biting, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death or fines of pets with access to the outdoors. If you have an indoor/outdoor pet we recommend keeping them indoors while you are away.

We are not responsible for damage to Client's 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, we will attempt to contact Client and/or their emergency contact before making a decision on dealing with the problem. All repairs and related fees incurred by LPF will be paid by Client within 14 days. We cannot be responsible for wilted, dead or otherwise unhealthy plants. We will work hard to follow your instructions as precisely as possible. We recommend placing all plants on a waterproof surface in plain sight.

LPF staff members will do their part to protect the privacy of the Client, and LPF, its employees, and agents will not be responsible for any loss or damage to Client's property should Client publicize its status away from home on any social media platform or by any other means.

LPF and all team members will remain fully insured and bonded to protect Client. We accept no responsibility for security of the premises or loss if other individuals have access to Client's home (including neighbors and friends). Client will instruct all other individuals visiting Client's home while under this contract to leave a log of their visit. Client agrees to secure home prior to leaving. LPF will re-secure the home to the best of our ability at the end of each visit. Client's home keys will be on the physical person of

the pet sitter or securely stored in LPF's office.

Client is responsible for supplying the necessary, safe equipment/supplies needed for care of their pets including, but not limited to a sturdy well-fit collar for walks, firmly affixed vaccination tags, leash, poop bags, cat litter and litter boxes, cleaning supplies, medicines and pet food/treats. LPF cannot be held responsible for mishaps related to collars or leashes that are worn, broken or ill-fitting. Client authorizes LPF to purchase supplies needed to sufficiently care for their pets in the case those supplies are not available, and will reimburse LPF for such within 14 days.

All pets are to be currently vaccinated. If pet sitter is bitten or otherwise exposed to any disease or ailment received from Client's animal, Client's is responsible to pay all costs and damages incurred by the victim.

Should Client's pet(s) require medical attention while under the care of Lawrence Pet Friends LLC, Client authorizes the veterinarian on record to extend treatment he/she feels necessary. Client authorizes LPF to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Client will be responsible for payment of such veterinary services. If the Client's preferred veterinarian is unavailable, LPF is authorized to approve medical and/or emergency treatment as recommended by a veterinarian chosen by LPF. Client agrees to reimburse LPF for any expenses incurred within 14 days. LPF will not authorize euthanasia, even if recommended by a veterinarian. In the event of the death of Client's pet, LPF will arrange for Client's vet to keep him/her until Client returns.

In the event of inclement weather or natural disaster, LPF is entrusted to use the best judgment in caring for Client's pets and home and will be held harmless for consequences related to such decisions. We highly recommend having an alternate plan for pet care for extreme weather conditions (hide a key for your neighbor, etc.) In the event of personal emergency or illness of the pet sitter, LPF will arrange for another qualified person to fulfill the responsibilities set forth on this contract. Every attempt will be made to notify Client regarding such situation.

Client acknowledges the contagious nature of various illnesses and diseases, including COVID-19, and voluntarily assumes the risk that as a result of an assigned pet sitter's presence on Client's property and in Client's home those in Client's household may unknowingly be exposed to or infected by COVID-19 or any other contagious illness or disease. Client furthermore acknowledges that LPF is not responsible for any potential exposure to COVID-19 or any other contagious illness or disease, which is not a direct result of negligence or willful misconduct on the part of LPF or its employees. Client hereby releases, discharges, and holds harmless LPF, its employees and agents from any claims, liabilities, actions, damages, costs or expenses of any kind arising out of or relating thereto.

Client gives LPF the authority to employ a locksmith in the event we cannot gain entry into Client's home due to a malfunction of the lock or failure of Client to leave a key. Client will reimburse LPF for all costs incurred within 14 days.

LPF agrees to provide pet sitting services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, Client expressly waives and relinquishes any and all claims against LPF except those arising from negligence or willful misconduct on the part of LPF.

LPF and/or Client may terminate this contract at any time. LPF reserves the right to terminate before or during its term if, in its sole discretion, it determines that a danger exists to the health or safety of our pet sitters. If health or safety concerns prohibit pet sitter from caring for pet, Client authorizes pet to be placed in a kennel, with all fees to be charged to Client. Every attempt will be made to notify Client.

Client authorizes Lawrence Pet Friends LLC, on occasion, to use their pets & home for the purpose of training new pet sitters by allowing trainees to attend pet visits along with the assigned pet sitter. No trainee will be permitted in a Client's home without supervision by the owner of LPF or a senior/lead pet sitter. Please note all trainees have been fully back ground checked.

Client authorizes LPF to retain two keys to their home, of which one will be retained and securely maintained in the company's office and one, will be given to the assigned pet sitter. At the conclusion of the pet sitting assignment, the key used by the assigned pet sitter will be returned to the LPF office, and both keys will be securely kept in the LPF office for safe keeping. LPF will take all precautions to safeguard and protect the identity of Client's house key, using a coding system for all keys. Client names and addresses are NOT displayed on the keys. Unless Client requests otherwise, permission is granted for LPF to keep both copies of their key on file when not in use. If Client chooses to have key(s) returned there will be a key pickup/return fee. Unless otherwise agreed to by both parties, only the signing party to this contract shall be able to receive the Client's keys. Current fee for that is noted in the Policy Section on the LPF website. Client agrees to hold LPF harmless for any loss, damage or injury of any kind to pet or property during periods in which Client is not under written or oral contract for pet sitting services.

I have READ, UNDERSTAND, AND AGREE to all terms and conditions specified above and have been provided a legible copy of this document.

Client

Date