

All uses of the phrase "A Loving Leash, We, or Us" shall refer to A Loving Leash LLC. Client will be referred to as "Client, Client or You".

SCHEDULING & VISIT TIMES: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. A Loving Leash LLC will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. : Client **MUST** contact the office with a change in the scheduled sit to ensure the revisions are made. A confirmation will be sent to the client and sitter. Client may advise sitters as well; however, a call into A Loving Leash LLC is required in order for changes to be made. .Client understands that client's pet sitter may be an independent contractor of A Loving Leash LLC.

CONFIRMATION TIME (Prior to out-of-town Departure): A Loving Leash LLC will email or call (if no email available) a confirmation the weekend prior to the start date of your sitting engagement. In addition, your pet sitter will call you to confirm no less than two days prior to your departure in order to verify all information (dates, contact numbers, etc.) are still correct. Please ensure you communicate back to the pet sitter with a confirmation; this is to ensure your pet's needs are carried out as intended.

EARLY RETURNS: A Loving Leash LLC carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.

LATE BOOKING FEE: A last-minute surcharge of \$10 will apply for all same-day service requests.

CANCELLATIONS: A full two-day notice prior to the date of the first visit is required for cancellations. Failure to provide notice of less than two days will result in a cancellation fee equal to the first sit amount.

HOLIDAY CANCELLATIONS: Pet sitting services receive more requests for reservations than they can handle during the holiday time periods and we may have turned away other clients because we have reserved time for you during this busy season. If you cancel seven days or less prior to any holiday, you will be charged for one-half of the visits.

INCLEMENT WEATHER (Primarily severe storms, hurricanes, etc.): A Loving Leash LLC will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet and their safety is our first concern. The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified; 4) You will be notified that the above-mentioned contingency plan has been activated.

EMERGENCY CONTACT: A Loving Leash LLC has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet. Garage door openers are not operational in the event of power outages. In the event that the client does not provide a nearby emergency contact with access to your home for A Loving Leash LLC, client realizes that we will provide service, but not until conditions allow us to reach your home safely.

VETERINARY TREATMENT AUTHORIZATION

A Loving Leash LLC will make every attempt to seek veterinarian treatment in cases of emergency at your provider of choice. A Loving Leash LLC reserves the right to utilize the services of any available veterinary clinic if needed. The health and well-being of your pet is takes precedence.

To whom it may concern:

During my absence a representative of A Loving Leash LLC will be caring for my pet. I give A Loving Leash LLC my permission to transport my pets to my veterinarian (or to a pet emergency clinic). In the event I cannot be reached, I authorize A Loving Leash LLC to act as an agent on my behalf regarding my

pet's medical care. I accept full responsibility for charges incurred in the treatment of my pet, not to exceed the following amounts indicated.

I authorize veterinary treatment for my animal during my absence. I understand that A Loving Leash LLC assumes no responsibility for the loss of any pet and is released from all liability related to transportation, treatment, and expense.

Please make advance arrangements with your primary veterinarian to pay all charges and fees that are incurred during your absence, immediately upon your return.

MEDICATIONS/VACCINATIONS: A Loving Leash LLC will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will we service any pet that has any form of contagious illness. This is for the safety of our other clients. A Loving Leash LLC requires that all pets have the necessary vaccinations and immunizations before service begins. If A Loving Leash pet care provider is bitten or exposed to any disease or ailment received from a client's pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

ACCESS TO YOUR HOME BY OTHERS: If client allows any other person access to their home during A Loving Leash LLC contract period, A Loving Leash LLC cannot be held liable for any damages to property or pets as a result. Please notify us if someone will be in your home. Please also notify the person in your home that A Loving Leash LLC is coming so that your visitor is not surprised by our entrance.

FENCES: Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. A Loving Leash LLC does not accept responsibility or liability for any client's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal, or any other fence type.

PET AND HOUSE/YARD CLEAN-UP: A Loving Leash LLC will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. We are not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags and indicate where you would like the waste disposed.

COLLARS AND LEASHES: All dogs will be required to be on leash during outdoor walks.

THERMOSTATS: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

ANIMAL BEHAVIOR: Animal behavior can be unpredictable. A Loving Leash LLC does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a Loving Leash LLC pet care provider or any third party is harmed or injured by the client's animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the A Loving Leash LLC pet care provider, the third party, or by the animal.

UPDATES: Please provide us with any changes regarding your pet care and/or other pertinent information.

PAYMENT: Payment is due on or before the 1st day of the service. Client will be quoted the rate of the total payment at the time of the confirmation call and A Loving Leash LLC will email a paid invoice for your records as a receipt. Current clients with ongoing weekly sitting engagements may opt to pay monthly.

RETURN CHECK CHARGES: There is a \$25 fee for any returned checks.

KEYS: If you are not already doing so, consider letting A Loving Leash LLC retain your house key. Keys are kept in a secured lock system and are coded for client confidentiality. If you choose not to have A Loving Leash, LLC retain a key, picking up and returning a key requires two (2) extra trips and there will be a \$5 charge per trip for time and mileage. A second option for key return is via U.S. Mail. To cover costs, the charge for this option is \$5. The last, and least preferred option due to safety concerns, is to leave your key in a predetermined place agreed upon prior to the start of sitting. Please check the key you provide A Loving Leash LLC to ensure it will open your door!

UNACCEPTABLE PETS: A Loving Leash has the right to refuse animals who appear to be aggressive, ill, etc. or could cause harm to us or others. We do not have to provide reasoning for refusing to work with you or your pet.

ABANDON POLICY: If you abandon your pet in our care. We have the right to report your actions to the appropriate authority, give your pet up for adoption, and/or take other steps as necessary. All expenses incurred during this time period the client will be held 100% liable for reimbursing A Loving Leash LLC.

* I have read and agree to the above Policy Agreement