



For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. In addition, the term Auntie Anna and Pet Sitter is synonymous with Auntie Anna's Pet Care or representatives of Auntie Anna's Pet Care.

- An initial written **Service Request** must be provided from Client to Auntie Anna's Pet Care to schedule pet care services.
- A full deposit is due at the time of reservation. **Reservations are valid or confirmed** when full payment has been received by Auntie Anna's Pet Care, unless special arrangements are made in writing and agreed upon in advance by both parties. At the discretion of Auntie Anna, service may be provided without receiving full payment in advance; however, a **\$2 per visit late fee** will be assessed for services that have not been paid in advance. Reservations may be considered valid or confirmed for not yet cleared PayPal payments.
- A **\$20 service fee** will be assessed for each returned check.
- Unless special arrangements have been made, reservations for unpaid service may be cancelled at any time without prior notice.
- Cancellation Charge Schedule effective 6/30/2007 (percentages apply to total service fee for the entire contract period):
  - **Notice of 8 days or more** received from Client prior to any scheduled service: No charge or 0% of the payment is due; 100% is eligible for refund.
  - **Notice of 2 - 7 days** received from Client prior to any scheduled service: 20% of payment is due; 80% is eligible for refund.
  - **Notice of 0 - 48 hours** received from Client prior to any scheduled service: full payment (100%) is due; 0% is eligible for refund.
- Reservations are made in advance to schedule pet sitter's time to ensure availability of pet sitter to meet Clients' needs. Therefore, clients returning home early will be required to pay for the entire reserved time period as scheduled, including travel time, etc. as previously

agreed. However, Clients will not have to pay for scheduled Special Services that have not been performed due to Clients early return, e.g., pet bathing, grooming, nail trimming, etc.

- Auntie Anna is not responsible for any wilted, dead or otherwise unhealthy plants during the service period when pet care is provided. If plant care is requested by Client, Auntie Anna will work hard to follow Clients written directions as closely as possible in providing plant care, e.g., amount of water to be provided to the plants. Auntie Anna does not promise positive results for the plants and would not be responsible for any negative outcomes or results for the plants. If watering is requested, **please place the plants that need to be watered in one area on a waterproof surface.** Auntie Anna will not be responsible any water damage on floorings.

Auntie Anna is not responsible for any damages that are not caused by Auntie Anna. Auntie Anna has no duty to investigate or minimize damages to Client's home, including damages due to leaks (e.g., water, gas, etc.), electrical problems, acts of nature, etc. However, if certain malfunctions are observed, Auntie Anna may attempt to contact Client and the emergency contacts provided by Client. Auntie Anna may attempt to turn off water faucets, water shut-offs in the house (not the water main), electrical switches (e.g., switches for lights or appliances), gas switches (e.g., switches on the stove, but not the gas main), and circuit breakers if their locations have been identified by Client, easily accessible, and safe to access. However, Auntie Anna has no obligation or responsibility to initiate any repair, including calling repair services. If Client desires Auntie Anna to call for repair services when malfunctions occur, Client must state such desire in writing and state that Client will reimburse Auntie Anna within 14 days for any expenses incurred, including fees paid on behalf of Client as well as any addition time spent by Auntie Anna for addressing the malfunction, coordinating the repair, etc.

- Auntie Anna is fully insured through Pet Sitters Associates, LLC or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. Auntie Anna does not accept any responsibility for securing the premises or loss if other individuals have access to a Clients home, or if the home is not properly secured by Client.

- At the time when service is reserved, Client will inform Auntie Anna the people who have permission to enter Client’s home during the service period. Auntie Anna is not obligated to greet or allow entry to any guests or visitors who do not have permission to enter Client’s home.
- Auntie Anna is not liable for any loss or damages in the event a burglary or other crimes that may occur while under service contract. Pet Owner agrees to secure the home prior to leaving the premises. Auntie Anna will re-secure the home to the best of her ability at the end of each visit; however, Auntie Anna does not have any obligation or duty to search for unsecured doors, windows, etc. While keys marked **do not duplicate** are in the possession of a pet sitter, they will be either on the sitter’s physical person, or be properly stored at an undisclosed location. Auntie Anna subscribes to insurance coverage through Pet Sitters Associates, LLC for lost key lock replacements.
- 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 Customer 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. Auntie Anna will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences if the house is not pet-proof such that the pet is able to go outdoors without supervision.
- Auntie Anna is authorized to seek emergency veterinarian assistance during the contract service. The Client should make the necessary arrangements (admittance and automatic payment) with a veterinarian chosen by Client.

Veterinarian Office: \_\_\_\_\_,

Veterinarian Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_,

Address: \_\_\_\_\_

Otherwise, Auntie Anna may select the veterinarian service as needed, and Client must reimburse all expenses within 14 days after the expenses have been incurred. Auntie Anna is not responsible for the health/well being of the pet(s) if such event occurs.

- Client is responsible for supplying the necessary equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fitting harness (halter, collar, etc...) for walks or trips to veterinarian, in case of emergencies, firmly affixed vaccination tags on the pet, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, litter, etc. All necessary equipment and supplies must be in good condition. If the necessary equipment or supplies are not provided, Client authorizes the purchases of equipment or supplies necessary for satisfactory performance of duties. Client agrees to be responsible for the expenses for such items, as well as a **\$10 service fee** for obtaining such items, and shall reimburse Auntie Anna within 14 days for such purchases.
- Client will be responsible for all medical expenses and damages resulting from injury to pet sitter and other person(s) injured by the pet under Auntie Anna's care. Client agrees to indemnify, hold harmless, and defend Auntie Anna's Pet Care, in the event of a claim by any person injured by Client's pet.
- Client shall make arrangements for evacuation of Client's pets in case of a disaster or weather related event/crisis/"Code Red". Auntie Anna will try to see to Client's pets safety/care should such events occur, but cannot guarantee it.
- This contract permits Auntie Anna's Pet Care to accept future verbal or written requests for reservations and Auntie Anna may provide services without additional signed legal considerations agreements.
- Auntie Anna may use her discretion to stop or terminate service at any time when 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 service for a pet, Client authorizes the pet to be placed in a kennel, or previously arranged locale, if possible. All subsequent expenses, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, shall be the responsibility of Client.

- Auntie Anna agrees to provide contract services in a manner that is considered to be dependable, trustworthy, and caring. In consideration of the services as an express condition thereof, the Client expressly relinquishes any and all claims against Auntie Anna, her employees, and associates, except for liabilities arising from negligence or criminal conduct. Claims of negligence that involve a hired independent contractor, hired by Auntie Anna, will be the responsibility of the independent contractor and the company they represent. All hired independent contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
  - Client agrees to call Auntie Anna upon returning home within 24 hours to confirm safe return and discuss concerns, if any, with Auntie Anna. If no return confirmation is provided by Client, Auntie Anna may check on the welfare of the pets until Client returns. A \$15 service fee may be assessed for each welfare visit.
  - Client agrees to settle any disputes with Auntie Anna either by arbitration or small claims court as determined by Auntie Anna.
  - Auntie Anna shall not be liable to any amount greater than the service fees in Client's contract with Auntie Anna.
  - This agreement is valid from the date signed, and replaces any other prior verbal, written, or Legal Considerations agreements. Client agrees to changes in the terms for Auntie Anna's Pet Care service if the changes are communicated verbally or in writing to Client, or posted on Auntie Anna's website under the heading Terms.
  - By signing this agreement, Client has read this agreement in its entirety and fully understands and accepts all terms and conditions.
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Client/Owner Name:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_