

ARMIPAWS, LLC

Service Agreement

All uses of the phrase "ARMIPAWS, LLC, Pet Sitter, We, Our or Us" shall refer to ARMIPAWS, LLC, it's contractors and sub-contractors

- 1. Time To Pet:** Armipaws, LLC requires all clients to use the Time to Pet portal for communication, scheduling, current pet care information, vaccinations, invoices, emergency contact, address and home access instructions. Armipaws, LLC will follow the care and feeding instructions provided by the client on the Time to Pet portal. The client will provide accurate and up to date care instructions on Time to Pet.
- 2. Time Blocks and Scheduling:** Scheduling is on a first come- first serve basis. We will try our best to accommodate all clients' needs. Services must be requested in the Time to Pet portal. No services are officially booked until requested and **accepted** by us within the portal. The service time starts at the front door and ends upon leaving the house. If there is a need to park/walk farther than an appropriate distance to arrive at the front door, then the timer will start and end at our vehicles. The client is responsible for any fees associated with parking meters or tolls needed in order to get to the clients' residence. Armipaws, LLC does not use exact times when scheduling. Time blocks are used instead. We will arrive within the requested time block.
- 3. Permission to Enter Household/Property:** The client is giving permission and access to property and household for Armipaws, LLC and its contractors and subcontractors.
- 4. Vet Release:** The client authorizes Armipaws, LLC to obtain any emergency veterinarian care that we see fit while time spent with client's pet. The client accepts responsibility for any charges from veterinarian as well as additional fees for transportation and time spent. The client authorizes Armipaws, LLC to use any veterinarian for emergency care. Every effort will be made to contact the client in the case of emergency care.
- 5. Payments:** Armipaws, LLC accepts cash, checks and the use of credit/debit cards through Time to Pet who uses WePay. If paying by cash or check, the full amount due must be left for Armipaws, LLC on the first day of services. If the client is paying with a credit/debit card, **Payment is due within 24 hours of the last scheduled service.** The client authorizes Armipaws, LLC to charge their cards on file. All checks payable to Armipaws, LLC. There is a fee for any returned checks. Prices can change and may vary. It is the client's responsibility to check their invoices prior to the start of any services.

6. **Photo Release:** The client authorizes Armipaws, LLC to post any pictures of their pets on social media platforms and for advertisement (Google, Facebook, Armipaws.com, Instagram, etc.).
7. **Service Updates:** Armipaws, LLC will send updates for services provided. This update may or may not include photographs of the client's pet.
8. **Meet & Greet:** The first scheduled meet and greet is free of charge. Any meet and greet requested after the complimentary one will be a \$25 charge.
9. **Home Access and Key Policy:** Armipaws, LLC allows the following forms of access to enter the house- key kept with Armipaws, LLC, garage code, door code, lockbox, and hidden keys. Keep in mind that door and garage codes are unreliable in the case of a power outage, non-working codes or dead batteries. A physical key in our possession or in a lockbox is always the best option. Armipaws, LLC is not responsible for any lost or stolen keys if hidden outside of the home. **There is a \$20 fee for any key pick up or drop off.**
10. **Camera Policy:** Armipaws, LLC reserves the right to know the location of any cameras inside or outside of the home.
11. **Vaccinations/Immunizations:** Armipaws, LLC requires all boarding dogs to have proof of up-to-date vaccinations of **Bordetella, Distemper and Rabies.**
12. **Medications/Illness:** Armipaws, LLC will attempt to administer medications as directed but will not be held responsible for any complications as a result. Not all pets will tolerate being medicated by us. For the protection and well-being of other pets, Armipaws, LLC **will not service any pets with contagious illnesses, such as kennel cough.**
13. **Communication Attempts:** Armipaws, LLC will do it's best to respond to any communication attempts. All messages must go through the Time to Pet portal unless of an emergency. As we spend most of our time taking care of pets and giving them our undivided attention, the responses may be delayed. Clients who have active services will be the first to receive responses.
14. **Holiday Rate:** Armipaws, LLC charges an additional holiday fee for each scheduled service that falls on the following list of holidays: New Year's Eve, New Years, Christmas Eve, Christmas Day, Day after Christmas, Thanksgiving Eve, Thanksgiving, Day after Thanksgiving, Easter Day, Memorial Day, Labor Day, 4th of July.
15. **Unforeseen Purchases:** Armipaws, LLC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of the client's pet while in the care of Armipaws, LLC. We will retain a receipt and the client is responsible for reimbursement of these items as well as an appropriate trip fee.

- 16. Animal Behavior:** Animal behavior can be unpredictable. Armipaws, LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if an Armipaws, LLC provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Armipaws, LLC provider or by the animals. Client agrees to indemnify and hold harmless Armipaws, LLC in the event of a claim by any person injured by the pet. It is expressly understood that Armipaws, LLC shall not be held responsible for any damage to the client's property, or that of others (including animals), caused by client's pets during the period in which they are in Armipaws, LLC's care. Client has informed Armipaws, LLC of all situations, which will relieve Armipaws, LLC of liability or damage. We will do our best to keep away any animals or persons coming up to us, but Armipaws, LLC is not responsible for any incidences in which an unrestrained, unfamiliar animal approaches and causes injury.
- 17. Inclement Weather:** In the event of rain, extreme heat or extreme cold, Armipaws, LLC providers will use our experience and best judgement to decide how long to have the client's pets outside for the pet's safety. Any remaining time for the service will be spent inside by playing and/or giving attention to/with the client's pet.
- 18. Household Emergencies:** In the event of an emergency such as a pipe rupture, fire, break in, etc., Armipaws, LLC will make every effort to contact the client and follow the client's instructions. If the client cannot be reached or immediate action is required, the client authorizes Armipaws, LLC to make any repairs deemed necessary by Armipaws, LLC. The client agrees to reimburse Armipaws, LLC for all expenses incurred for repair of property and will hold Armipaws, LLC blameless for any emergencies that arise, or work done by others for repairs.
- 19. Late Request Notice and Cancellations Fees:** Armipaws, LLC charges a late request fee if the client requests and we accept a service with less than 24 hours notice. Armipaws, LLC will charge the full price for any dog walks, dog park trips, hiking trips and pet taxis cancelled with less than a 24 hour notice. Armipaws, LLC will charge the full price for any dog boarding, pet sitting, cat sitting or overnights cancelled with less than a 3 day notice. In the event that Armipaws, LLC has to cancel any services, the client will not be charged.
- 20. Equipment:** Armipaws, LLC reserves the right to use any equipment (leashes, prongs, chain collars, slip leads, etc.) that we feel comfortable with or find necessary. Please be advised that retractable leashes pose many dangers to both the pet and its caretaker.
- 21. Armipaws, LLC reserves the right to terminate this contract at any time, at its sole discretion.**

By electronically signing, I, _____, the Client, have read, understand and agree to the policies and guidelines of Armipaws, LLC. I agree to prices of all services, and I authorize Armipaws, LLC to bill me accordingly. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Armipaws, LLC. I authorize this contract to be valid approval for future services as to permit Armipaws, LLC to accept reservations and enter my premises without additional contracts or written authorization.