

1. Overview. Client identified below, enters into the agreement with Four Paws Pet Sitting Services, LLC, its pet sitters, herein referred to as Four Paws, the contents of the agreement apply to the initial period of time during which services will be rendered, hereinafter referred to as "Service Period," as well as to any subsequent Service Periods in the future. Details of the services to be provided are expressed separately in writing, orally or both and may be changed from time to time upon Client's notification and Four Paws subsequent acknowledgment and agreement.

Costs of services are based upon the number of pets and services you need. Please call for costs or email. Some medicine such as insulin and subcutaneous fluids will be extra. We will send you a email with your visits and total price for your review. Please check schedule for correctness. Prices are subject to change without notice.

2. Disaster: In the event of inclement weather or natural disaster, the Four Paws sitter is entrusted to use their best judgment in caring for Client pet(s) and home. Client shall hold pet Sitter harmless for consequences related to such decisions.

3. Vaccinations: Four Paws requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations.

4. Food & Supplies: Client agrees to ensure that an adequate amount of food and/or other supplies are available, obtainable, in good condition and in a location that Four Paws can easily locate in the home prior to the commencement of the service periods and for the duration of the entire service period. Client understands that depletion for such food and/or supplies would result in Four Paws replenishment with the same or a reasonable substitute in any quantity at client's expense. plus applicable errand surcharge.

5. Plant Care. Upon request Four Paws will provide reasonable plant maintenance, however client will indemnify Four Paws from liability in the event the plant becomes damaged.

6. Pet waste: Four Paws will properly dispose of all pet waste. We request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.

7. Leashes: All dogs will be required to be on leash during outdoor walks.

8. Keys: We ask for 2 keys at the time of the consultation. Most people want us to keep the keys on file as part of our Ready key program. This ensures we have the key for future visits and avoids key pick up and drop off charges of \$18 per trip. We will not leave a key inside as your trip could be delayed. Hiding keys outside is also not an acceptable solution. We ask for 2 keys so we always have a back up in the office for any emergency situation that may arise. If a garage code is offered to gain entry to your home, it must be followed up by a key to your home in case of malfunction or power outage. In the event that Four Paws is required to employ a locksmith to gain entry into a

client's premises due to the malfunction of the lock, or failure of Client to provide a functioning key to Four Paws, it shall be the responsibility of Client to reimburse Four Paws for all costs incurred. The Client expressly gives the authority to employ a locksmith on Client's behalf in the event of the aforementioned situation(s).

We also have a lock box program where we can attach a lockbox to a side door or some other agreeable location where the key will remain. The costs of this program is \$35 that includes placing the box with the key during the consultation and the pick up to remove the lockbox and return your key when you no longer want services. We do not give the client the code so we can ensure the key will be there.

9. Cancellation Policy: In order to best serve your needs, the strict cancellation policy is follows – Daily Walks are subject to a 24 Hour cancellation period. Pet Taxis are subject to a three (3) day cancellation period. Vacation/Pet Visits are subject to a three (3) day cancellation period. Overnight visits are subject to a two (2) week cancellation period. Holiday Visits are subject to a ten (10) day cancellation period. Cancellation period begins the first day of the service period. Clients will not receive a refund or credit within the three (3) days prior to holiday visits or overnight visits or once service begins. During the other cancellation periods, client will be responsible for half the invoice. Holiday visits include New years, Easter, Thanksgiving and Christmas visits. Once service begins, there are no refunds or credits.

10. Veterinary Care: If, in the opinion of Four Paws, veterinary care is considered necessary for any pet, Four Paws is authorized to seek veterinary care from the Client's specified Veterinarian. If urgent care is considered necessary for any pet and the specified Veterinarian is not available, then Four Paws is authorized to seek urgent veterinary care from any available Veterinarian. Reasonable attempts shall be made to notify Client of the situation. If Client cannot be contacted and time is of the essence, then the Client authorizes the Pet Sitter to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a Veterinarian. Client releases Pet Sitter from all liabilities related to any transportation, treatment or expense.

11. Urgent Home Care. In the event that Client's home is damaged during the Service Period, and if Four Paws will first attempt contact with Clients and/or Emergency Contact(s) to establish a plan of action, and if neither Client, nor Emergency Contact(s), can be reached, Client authorizes Four Paws to take appropriate steps to return the property to a safe, secured and/or stable condition at Client's expense. Examples of such urgent home care include but are not limited to window breakage, water damage due to plumbing problems, forced entry, tree limb damage, vehicle damage, etc.

12. Personal Injury. Client assumes responsibility for injuries and disabilities sustained by a Four Paws sitter caused by clients' pets and/or home, including, but not limited to, bites, scratches, mauls, hazards, etc. Four Paws generally does not provide service for aggressive animals. If client misrepresents an animal's history of aggression, client places Four Paws at substantial risk and may be liable for significant punitive damages. If any of

client's pets exhibit signs or acts of aggression after client enters this agreement, client is obligated to notify Four Paws of the incident(s) at once if a service period is pending, or (b) upon requesting future service. Four Paws' decision to provide care to an animal(s) following client disclosure of unsatisfactory animal's behavior does not indemnify client from claims resulting from such animal(s). If Four Paws takes pet(s) off clients premise(s), client agrees to indemnify and hold harmless Four Paws for any injury or damage which may be caused to others by the actions of clients pet(s), or to clients pet(s) caused by the actions of other animal(s), including, but not limited to, loose or stray dogs. If a Four Paws sitter is bitten, visits will be ceased and no refund is due.

13. Loss of Animal(s): Four Paws strongly encourages client to maintain legible and accurate identification on pet(s), even if the pet(s) is not normally provided access to the outdoors. Clients should insure that an animal(s), which may be quick to spring from the premise upon the opening of a door or gate, is additionally restrained from the exit. (i.e. Crate, internal door, etc.) If client fails to comply with such reasonable and prudent precautions, then client agrees to indemnify and hold harmless Four Paws from the loss of such pet(s).

14. Medications: Four Paws 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 Four Paws service any pet that has any form of contagious illness. This is for the safety of other customers. If a Four Paws pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s), the client will be responsible for all costs and damages that may incur.

15. Fences: Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. However, no fence system is totally secure. Four Paws does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.

16. Strange dogs: We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.

17. Accidents in the house: Four Paws will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, Four Paws will charge a reasonable fee for clean up time.

18. Trespassers: For the safety of your four-legged loved ones and home, no other person should be permitted in your home during the service period. No other person is permitted to care for your pets during the service period. We do not share duties with other persons and will not be held responsible for problems arising with your pets or home when someone we do not insure is involved. Our liability insurance will not cover both parties.

Only pet sitters with Four Paws Pet Sitting Services will be covered. Please keep this in mind if and when you decide to share duties or allow other people in your home during our service period, as this constitutes breach of service agreement. This is done for liability and the security of our pet sitters.

19. Security Systems: Four Paws is not liable for any charges, fines or other damages resulting from the malfunction or unintended triggering of a security system.

20. Property Damage. Four Paws is not responsible for damage to Client's property caused by Client's pet(s) during the Service Period. If any neighbor, friend, family member, contractor, or other Client representative enters Client's home or property during a Service Period, Four Paws is not responsible for damages or loss to Client's property.

21. Discretionary License. If Four Paws determines, at its sole discretion, that it is unsafe to enter Client's property and/or approach Client's pet(s), or if damages or injuries occur during the Service Period, Four Paws reserves the right to close the Service Period prior to its scheduled closure and/or secure one or more pets in any manner necessary, including, but not limited to, crating, tethering, confining, off-site boarding, off-site kenneling, or off-site sheltering, at Client's expense.

22. Mandatory Arbitration: If a dispute arises between Four Paws and the client any action must be attempted to be resolved by either mediation or non-binding arbitration before any legal action is commenced. If either party institutes mediation or arbitration it is agreed that the rules of the American Arbitration Association will govern the proceedings. The parties agree to split mediation and arbitration costs.

23. Attorneys' Fees. If client commences a legal proceeding to enforce or obtain a declaration of rights under this agreement, and Four Paws becomes the prevailing party in such proceeding, then Four Paws shall be entitled to recover its reasonable attorney's fees and costs incurred in the proceeding from the non prevailing Client, as well as any reasonable attorney's fees and costs that Four Paws incurred prior to commencing the proceeding.

24. Payment: Four Paws accepts only credit cards. The following credit cards are accepted: MC, VISA Discover, AMEX. Payment is due three days prior to the first visit for vacation visits and 2 days in advance for weekly visits. Holiday visits will be charged 7 days in advance.

25. Severance and Choice of law: If any term or terms of this agreement are deemed invalid or illegal by a court of competent jurisdiction, that term shall not affect the validity of the remaining provisions of this agreement. The laws of the State of North Carolina shall govern this Agreement.

26. Client agrees to have pictures taken of their pets if Four Paws wants to use them for marketing purposes. The pictures will only be of the pets and no breach of security will be at risk.

27 Four Paws reserves the right to change, modify, add or remove prices for any such services, at any time, without notice.