

Pinnacle Pro Services LLC, dba Country Pup Pet Sitting

Dog Walking & Puppy Care Service Agreement

1. Overview. Client, identified below, enters into this agreement with Pinnacle Pro Services LLC, dba Country Pup Pet Sitting, its agents, affiliates, contractors, representatives, assistants, and/or associates, hereinafter referred to as "CPPS". The contents of this agreement apply to the period of time during which services will be rendered, hereinafter referred to as "Service Period," as well as to any ongoing 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 CPPS subsequent acknowledgment and agreement. Costs of services are based upon CPPS published rates and fees, which are available for Client's review, and they are subject to change without notice.

2. Service Period. Once a Service Period is reserved, full payment is required prior to the start of the Service Period. It is the Client's responsibility to notify CPPS of necessary changes during the Service Period.

3. Food. Client agrees to provide an adequate amount and appropriate type of food for midday meals, if applicable, in a location where CPPS can easily locate for the duration of the entire Service Period. Any changes to the feeding schedule must be made in writing and emailed to CPPS.

4. Pet Health. CPPS will not provide service for any pet that has any form of active contagious illness or disease. CPPS requires that all pets have the necessary vaccinations and immunizations required by law before service begins. CPPS requires a copy of current Rabies Certificate, current vaccinations and a negative fecal test for all newly adopted dogs and all dogs under 12 months of age.

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

6. Lockout. CPPS will attempt to contact the Client and/or pre-specified Emergency Contact to gain entry. In the event that CPPS cannot gain entry into Client's premises due to malfunction of the lock, or failure of Client to provide a functioning key, the visit will be aborted and no refund issued.

7. Property Damage. CPPS is not responsible for any and all 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, CPPS is not responsible for damages or loss to Client's property.

8. Personal Injury. Client assumes all responsibility for injuries and disabilities sustained by CPPS owners or employees caused by Client's pet(s) and/or home, including, but not limited to, bites, scratches, contagious diseases, mauls, hazards, etc. **CPPS does not provide service for aggressive animals or those which have bitten previously.** If Client misrepresents an animal's behavior or history of aggression or fear biting, Client places CPPS at substantial risk and may be liable for significant punitive damages. If any of Client's pets exhibit signs or acts of aggression or fear biting after Client enters this agreement, Client is obligated to notify CPPS of the incident(s) at once. CPPS's decision to provide care to an animal(s) following Client disclosure of unsatisfactory animal behavior does not indemnify Client from claims resulting from such animal(s). If CPPS takes pet(s) off Client's premises to fulfill contracted services or for reason of emergency, Client agrees to indemnify and hold harmless CPPS for any injury or damage which may be caused to others by the actions of Client's pet(s), or to Client's pet(s) caused by the actions of other animal(s), including, but not limited to, loose or stray dogs.

9. Loss of Animal(s). CPPS strongly encourages Client to maintain legible and accurate identification on all pet(s). **Client should ensure that any animal(s), which may be quick to spring from the premises upon the opening of a door or gate, is additionally restrained from exit (i.e. crate, internal door, baby gate, etc.).** If Client fails to comply with such reasonable and prudent precautions, then client agrees to indemnify and hold harmless CPPS from the loss of such pet(s).

10. Urgent Animal Care. In case of an illness or injury CPPS will make every reasonable effort to reach Client and/or Client's pre-specified Emergency Contact prior to securing treatment for Client's pet(s). If CPPS believes the illness or injury will threaten Client's pet(s)' lives or quality of life, CPPS will make every reasonable attempt to secure prompt treatment for Client's pet(s) at Client's primary veterinary clinic. Client authorizes CPPS to obtain emergency first aid and/or medical/surgical treatment to Client's pet(s) at their primary veterinary clinic during the Service Period, and Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful, up to limits designated in writing.

Due to the nature and urgency of some types of pet health emergencies, where time is of the essence, CPPS will use the closest veterinary clinic available which may not be the Client's primary veterinary clinic, and Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful, up to limits designated in writing. In rare instances, there may not be time to consult with Client or Client's specified Emergency Contact before action is taken; however CPPS will make every reasonable effort to reach Client and/or Client's pre-specified Emergency Contact when CPPS considers it safe and/or appropriate to do so.

11. Urgent home care. In the event that Client's home is found to be damaged during the Service Period, and if CPPS determines that the damage causes the property to be unsafe or unsecure, CPPS will notify Client and/or Emergency Contact immediately. Client authorizes CPPS to secure one or more pets in any manner necessary, including, but not limited to, crating, tethering, confining, or off-site sheltering at Client's expense until such time that Client returns to their property.

12. Pet Photos/Videos. CPPS may use photos or videos of your pet for advertising purposes on our website, social media, emails, or printed advertisement. If you do NOT wish your pet's photos and or videos to be used please notify us via email, prior to the start of service, at countrypupservices@gmail.com and we will flag your account.

13. Attorneys' Fees. If Client commences any legal proceeding under this Agreement, and CPPS prevails, then CPPS shall be entitled to recover its reasonable attorneys' fees and costs incurred.

14. Payment terms. Unless otherwise mutually agreed upon, **payment in full is required before the first monthly or weekly visit commences.** Returned checks are subject to a \$50.00 handling charge, and may result in cash payment being required (a) in advance for future services and/or (b) to settle an existing outstanding balance. Accounts with an outstanding balance are subject to a 20% late fee accrued every 30 days. Accounts outstanding more than ninety days from the end of the Service Period may be turned over to a collection agency or suit filed in Small Claims Court. Client agrees to pay all costs associated with the employment of such collection agency or all costs associated with filing a Court claim in obtaining or attempting to obtain the outstanding balance due and applicable late fee(s).

15. Cancellation Policy. CPPS **DOES NOT** issue refunds of any kind. If weekly or monthly Recurring Dog Walking and Puppy Care service has commenced and one or more walks/visits are cancelled due to Client's early return or change in schedule, no refund or credit will be issued for those unused visits. If CPPS arrives to find the Client at home, no refund/credit will be issued for that walk/visit. If CPPS cancels a walk/visit due to severe weather, a credit will be issued for the cancelled walk/visit.