

Pinnacle Pro Services LLC, dba Country Pup Pet Sitting

Pet Sitting 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 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 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. Confirmation of Service Period. Once a Service Period is reserved and paid in full, it is the Client's responsibility to notify CPPS of necessary changes during the Service Period. Changes less than two weeks prior to the Service Period may not be guaranteed.

3. Client's return. Client agrees to contact CPPS by text message immediately upon return to the home -- whether early, on time or late -- to check in and formally close the Service Period. If Client fails to contact CPPS immediately upon return, Service Period may be extended as detailed below under "Extension of Service Period" and may result in additional charges.

4. Extension of Service Period. In the event of a delay in the Client's return, Client must contact CPPS at earliest opportunity. If CPPS does not hear from Client by the anticipated return date and time, Service Period will be automatically extended to ensure ongoing care of Client's pets and home for a maximum of seventy-two (72) hours. If no contact is made to CPPS within seventy-two (72) hours, CPPS reserves the right to surrender key(s) of the home and the care of its animal inhabitants to the pre-specified Emergency Contact, and close the Service Period. Any additional service charges are the sole responsibility of the Client and are due and payable upon Client's return.

5. Food and Supplies. Client agrees to provide an adequate amount of food and/or other supplies or obtainable, in good condition, and in a location where CPPS can easily locate for the duration of the entire Service Period. Client understands that depletion of such food and/or other supplies would result in CPPS replenishment with the same or a reasonable substitute in a reasonable quantity at Client's expense, plus applicable errand surcharges of \$10.

6. Administration of Medications. CPPS will administer oral medications, in food, as outlined by Client in the Pet Profile form. Client assumes full responsibility in instructing CPPS employees on the appropriate method of administering any necessary injectable medications to Client's pet(s). Client agrees to indemnify and hold harmless CPPS and its employees for any injury or death sustained by Client's pet(s) from the administration of said injectable medications.

7. 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.

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

9. Lockout. Before calling a locksmith, CPPS will attempt to contact the pre-specified Emergency Contact to gain entry. In the event that CPPS is required to employ a locksmith to gain entry into Client's premises due to malfunction of the lock, or failure of Client to provide a functioning key, it shall be the responsibility of Client to reimburse CPPS for all costs incurred. The Client expressly gives CPPS the authority to employ a locksmith on Client's behalf in the event of the aforementioned circumstance(s). If the lockout is a direct result of the sitter's mishandling of the keys, Client is not responsible for charges incurred.

10. 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.

11. 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) (a) at once if a Service Period is pending, or (b) upon requesting future service. 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.

12. Outdoor animal(s). CPPS is not responsible for injury, disappearance, or death of pet(s) with unattended access to the outdoors.

13. Loss of Animal(s). CPPS 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. **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).

14. 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.

15. Urgent home care. In the event that Client's home is damaged during the Service Period, and if CPPS determines that the damage causes the property to be unsafe, unsecure, or subject to further damage or loss without proper attention and/or repair, CPPS will contact Client and/or Emergency Contact to establish a plan of action, and if neither Client, nor Emergency Contact, can be reached, Client authorizes CPPS to 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.

16. Discretionary license. If CPPS 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, CPPS 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.

17. 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.

18. 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.

19. Payment terms. Unless otherwise mutually agreed upon, **payment in full is required at the time of booking** your service. 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).

20. Cancellation Policy. Service cancellation fees will be applied in accordance with the most recent fee schedule available on our website. CPPS **DOES NOT** issue refunds of any kind. If you cancel services after making full payment, you will receive a credit to your account minus any cancellation fees that apply. Account credits do not expire. If CPPS cancels a visit due to severe weather, a credit will be issued for the cancelled walk/visit. Credits do not expire.