

Angel Pet Sitting Policy Agreement

PET CARE AND PAYMENT

1. Reservations: All reservations must be made through your Time to Pet client account. Reservations are not confirmed until you receive a confirmation email.
2. Payment: Payment is due prior to services beginning. Angel Pet Sitting only accepts credit card payments and ACH payments. Client agrees to keep their credit card information up-to-date in their online profile. Client's must pay invoices through their online account. Client's credit card will be charged 3-5 days before the start of their scheduled visits. Rates for subsequent services are subject to change. If a client's credit card is declined (or a valid credit card is not available in the client's online profile), Angel Pet Sitting may discontinue services immediately.
3. Client authorizes Angel Pet Sitting to perform pet care services as outlined in Time To Pet, our online scheduling software, as well as the Veterinary Release Form client shall include in their profile, which shall become part of this contract. Prior to any future pet care services, Client agrees to notify Angel Pet Sitting of any changes to their information.
4. Overnight Visits: Angel Pet Sitting provides your pet with 10 hours of uninterrupted care. The sitter arrives no later than 9 PM and departs at 7 AM the next morning. Overnight visits include a PM let out or short walk & feeding and an AM walk and feeding.
5. Emergency Veterinary Care: In the event that pet(s) being cared for require immediate medical attention, Angel Pet Sitting will attempt to contact Client prior to obtaining emergency care. However, Client agrees that Angel Pet Sitting and the pet sitter has the authority to act on pet's best interest, even if this means seeking medical attention prior to notifying Client. Client agrees to reimburse Angel Pet Sitting for any additional fees and/or expenses incurred while tending to emergency or veterinary care.
6. Inclement weather/Natural disaster/ Act of war: In the event of inclement weather, natural disaster, or act of war Angel Pet Sitting is entrusted to use best judgment in caring for pet(s) and home. Client recognizes that in the event of inclement weather, natural disaster, or act of war Angel Pet Sitting reserves the right to alter or cancel scheduled services.
7. Personal Emergency/Vacation: In the event of personal emergency, illness of pet sitter, or time off for vacation, Client authorizes Angel Pet Sitting to arrange for another qualified Angel Pet Sitting employee to fulfill agreed upon responsibilities.
8. Key Policy: Client agrees to purchase a key lockbox from Angel Pet Sitting (or purchase from another source) and to place the lockbox with their key inside, on their door before the pet sitter is scheduled to arrive for their visit(s). Client must also provide Angel Pet Sitting with the code to the lockbox in their Time To Pet profile. If Client prefers to have their key picked up and returned at each set of visits, Client agrees to pay key pick-up and return fee each time, for all future services. If client would like to hide their key in a secure location, the client agrees to provide that location information in their Tim To Pet profile. All Daily/Weekly Dog Walking Clients are REQUIRED to have 2 copies of their key on file with Angel Pet Sitting.

8. Locksmith: Client gives Angel Pet Sitting the authority to use the services of a locksmith in the event of a malfunction of the lock, keys or automatic door opener. Client agrees to reimburse Angel Pet Sitting within 7 days of return for all costs incurred, and to hold Angel Pet Sitting harmless for consequences related to the activities of the locksmith. Client also agrees to pay a \$75 locksmith fee to Angel Pet Sitting.

9. Charges for Extra Services: Any charges for unplanned services will be charged separately from the original charge.

10. If client expects to arrive home earlier or later than planned, Angel Pet Sitting must be notified as soon as possible.

10. Cancellation Policy & Fees: When we book your services, we reserve exclusive time for you and your pets and have likely turned away other clients during this time. For scheduled visits, Angel Pet Sitting requires 72-hour notice of cancellation. Less than 72-hour notice before service starts, any payments made are non-refundable. Any visits canceled 72 hours or more before service starts will be applied to client's future scheduled services. No refunds will be given. For Daily/Weekly Dog Walk Clients, cancellations must be made by 9am, the day of the visit, in order to avoid being charged.

11. Late Booking Fee: If client books visits with less than 48 hours notice, the client will incur a \$15 late booking fee.

12. Holiday Fees: A \$10 additional holiday fee will be added to each visit on the following holidays; Easter Weekend (Saturday & Sunday), Memorial Day Weekend (Saturday, Sunday & Monday), 4th of July, Labor Day Weekend (Saturday, Sunday & Monday), Thanksgiving, Christmas Eve & Day, and New Year's Eve & Day.

13. Tips: Tips are not expected but are certainly appreciated. 100% of your tip goes directly to your sitter. While cash tips are preferred, clients can also add tips to an online invoice.

LIABILITY

1. Angel Pet Sitting, and its employees, agrees to provide the services in a caring, responsible manner. The client waives and relinquishes any and all claims against Angel Pet Sitting, and its employees, except those arising from negligence of the pet sitter. Client agrees to notify Angel Pet Sitting of any concerns related to agreed upon services within 24-hours of return home.

2. Emergency Contact: Client agrees to provide Angel Pet Sitting with contact information where he/she can be reached while away. Client will also provide a name and phone number of someone who is authorized to handle any major problems that may arise. If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision Angel Pet Sitting makes in regards to pet care or Client's property.

3. Visitors: If anyone will be entering Client's home while it is under care, Client agrees to notify Angel Pet Sitting in advance. Angel Pet Sitting will not enter an occupied home if you have not previously made us aware of visitors. Angel Pet Sitting will not be held responsible for any damages incurred to Client's home or pet(s) by visitors. It is understood that anyone with access to the home will be notified of Angel Pet Sitting's presence and vice

versa. The police will be called without exception, on all intruders or suspicious acts. Angel Pet Sitting will not "share" or split visits with any other pet sitters, pet sitting companies, neighbors, family members, etc., while the client is away.

4. Outdoor access & fences: Angel Pet Sitting will not be held liable for the well being or actions of any pet with unsupervised access to the outdoors. Angel Pet Sitting is also not responsible for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the client's animals in a fenced in area. This included electric, wood, metal or any other type of fence. Angel Pet Sitting will not care for cats that are indoor/outdoor cats. We will only provide services for cats that are solely kept inside, or solely kept outside.

5. Aggressive pets: If a pet has a history of biting or other aggressive behavior, Angel Pet Sitting reserves the right to refuse or cancel service. The owner will be liable for the pet sitter's medical expenses and/or damages that are a result of an animal bite or injury due to pet's aggressive behavior.

6. Vaccinations: Client agrees to provide Angel Pet Sitting with proof of current vaccinations for all pets. Should pet sitter be bitten otherwise exposed to any disease or ailment received from Client animal(s), Client agrees to pay all costs and damages incurred.

7. Future Services: Client authorizes this agreement to be valid for all future services without additional signed contracts or written authorization. The client states that he/she has read this entire agreement and understands and agrees to its terms and conditions.

8. Collar and Tag: Client agrees to provide the pet sitter with a collar and tag with contact info on it. Dogs MUST be wearing a collar and identification tag whenever they are outside of their home, on a walk or in a fenced in area.