



SERVICE AGREEMENT

This Service Agreement is entered by and between the undersigned **Client** (Client, Owner, Pet Owner and Customer) and **A Dog's Life HTX, LLC**. (A Dog's Life HTX, LLC, its agents, affiliates, contractors, representatives, assistants and/or associates herein referred as ADL or Pet Sitter/Dog Walker.). In order to ensure A Dog's Life HTX can provide its Services efficiently and successfully, all clients are provided with this Agreement to review and sign. This Agreement becomes effective on the date that you have signed it electronically and will remain in effect unless terminated by either you or the Company as described below.

TERMS AND CONDITIONS

- ADL is not responsible for any damage to property of the client or others unless a negligent act of the Pet Sitter causes such damage. This includes any damage the pet may cause to the property in the absence of the pet sitter/Dog Walker. ADL agrees to be fully insured. Certificate of coverage is available upon request.
- ADL accepts no responsibility for security of the premises, damages, or loss if other individuals have access to a client's home or if the home is not properly secured. ADL will be notified prior to the service period of any other individuals who visit the home.
- Pet Owner is responsible for pet-proofing the house, yard and the security of fences, gates, and latches. ADL will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- In the event Pet Sitter determines a dog's collar/leash/harness is not sufficient to maintain the dog's safety or the safety of the Pet Sitter/Dog Walker, the Pet Sitter/Dog Walker will use his own collar/leash/harness.
- A Dog's Life HTX does not use retractable leashes, clients are required to provide a fixed link leash either 4 feet or 6 feet long. Any other walking equipment will need to be provided by the client.
- All pets must have proper identification tags. If your dog does not have a collar with an ID tag, ADL will have one made and bill or charge the payment on file for the cost of the tag plus \$10.
- All pets must be currently vaccinated for rabies and records uploaded to the time to pet Client portal.
- Client agrees to allow pictures to be taken of their pets and gives permission for ADL to use them for marketing purposes. The pictures will only be of the pets and no breach of security will be at risk.

- Upon request ADL will provide reasonable plant maintenance, however client releases ADL from liability in the event the plant becomes damaged.
- Client authorizes ADL to arrange for a back-up pet sitter, who is bonded and insured by ADL, to take over duties if deemed necessary by ADL. ADL will, as soon as possible, advise Clients of the change.
- Clients are required to pay the medical expenses of injuries caused by his/her pets. ADL will provide proof of medical treatment.
- ADL agrees to provide services in a reliable, caring, and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence.
- ADL requires a set of 2 keys or a lock box can be provided for a \$30 deposit, deposit will be invoiced upon termination of services or should Client move to another location. **ADL will not accept keys left under Mats or left inside the house.** Owners can provide keys at meet and greet or drop them off at our office during business hours OR Pet Sitters can pick them up at \$15 flat rate. **Lock boxes shall remain for the use and access of ADL and Client only and no other agency shall be allowed access.**
- Clients are asked to not request private information such as phone numbers from sitters and or walkers. Client communication shall be through all of Time to Pet's access points via Client portal, ADL website, Time to Pet Client App, or company phone number at (832) 203-7628. This will keep ADL abreast to all client needs and emergencies.

PAYMENT AND CANCELLATION POLICY

ADL requires a payment to be on file before requesting a consultation or services. Your account will not be charged, unless falling within the outlines listed below.

To better service our customers and streamline our processes we will be implementing the following changes effective June 1, 2019.

- Same Day Reservations: Same day reservations are subject to the same cancellation policy, and are therefore, subject to being outside of the 10:00 AM cancellation window, and subject to being charged the full price of the visit if canceled.
- Pet Sitting and Overnight: All Pet Sitting and Overnight reservations will continue to require a 50% deposit to guarantee service. An invoice will be emailed to you immediately following your reservation confirmation. In the event your deposit has not been made within 3 days of your reservation being confirmed, we will charge your payment on file. Balances must be paid in full 1 day prior to the start of service.
- Dog Walking 5 Days a Week Discount: If you use one of our dog walking services 5 days a week, you are eligible for a 20% discount. Discount is only applicable if dog walking services are booked for 5 days of the week, if you request a cancellation or change to service that is then less than 5 Dog Walk bookings of that week, the discount will no longer apply.

- Cancellations for Dog Walking: Cancellations must be made by 10:00 AM on day of service to not incur a cancellation fee. Cancellation fee is full price of service.
- Cancellations for Pet Sitting and Overnight: Cancellations must be made 1 week prior to the first day of service to receive a full refund on deposit. Any cancellations or changes to reservation made with less than 1 week of notice will NOT receive a deposit refund. Services cancelled due to early returns must give 24-hour notice to receive a 50% refund for services that were not completed. Please note that this cancellation policy will now apply to both non-holiday and holiday services.
- Late Request Fee: Any service requested with less than 24 hours notice for start of service, may incur a Late Request Fee of \$10.

PAYMENT ON FILE AUTHORIZATION

- A Dog's life HTX LLC offers flexible payment options including Credit/Debit and ACH payments which can be entered and processed directly through our Time to Pet software system. All payment is due upon receiving confirmation of my reservation, and that payment can be made using the Time to Pet App or Portal. Client authorizes A Dog's Life HTX to automatically charge my credit/debit or ACH payment method as payment for any invoices that are past due as outlined in the payment and cancellation policy.

VETERINARY RELEASE

In the event of an emergency, A Dog's Life HTX LLC and its employees will make every attempt to contact the owner, and any other contact listed in the Time to Pet Portal. If no contact can be reached, A Dog's Life HTX LLC and its employee's will seek medical care for your pet(s). A Dog's Life HTX LLC and its employees will make every attempt to take your pet(s) to the Veterinarian listed in your account, however, if your Veterinarian is not available, we will bring your pet (s) to an appropriate clinic.

- Client understands that a Dog's Life HTX LLC and its employee's work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. In the case of an emergency, Client understands that A Dog's Life HTX LLC will make every attempt to contact the Owner and emergency contact.
- If no contact can be reached, Client authorizes A Dog's Life HTX LCC to seek appropriate medical treatment for Client pet.
- Client understands that every effort will be made to take pet(s) to the Veterinarian listed in Time to Pet profile, however, Client authorizes A Dog's Life HTX LLC and its employees to seek treatment for pet(s) at any appropriate Veterinarian or emergency clinic, if necessary, and agree to allow A Dog's Life HTX LLC's providers to use their best judgement in handling such situations.
- Client authorizes A Dog's Life HTX LCC and its employee's caring for pet(s) permission to **approve treatment limit listed in the Time to Pet profile.**
- Client authorizes A Dog's Life HTX LLC, it's employees and the Veterinarian caring for my pet(s) to share all medical records of my pet(s) with emergency vet clinics to provide the best care possible.

- Client agrees to assume full responsibility for payment and reimbursement for all veterinary services rendered, as well as any additional fees incurred by A Dog's Life HTX LLC including but not limited to emergency transportation, care, supervision, or hiring of emergency care givers. Payment is due within fourteen (14) days of receipt of invoice. A Dog's Life HTX LLC and its employees assume no responsibility for the loss or injury, death of any pet(s) and are released from all liability related to transportation, treatment and expenses.

- Client understands that A Dog's Life HTX LLC and its staff assume no liability for the actions and decisions of the veterinary staff and/or the health or death of my pet(s). This agreement is valid from the signed date and grants permission for all future veterinary care without additional authorization each time A Dog's Life HTX LLC and its employee's care for pet(s).

Please note that by engaging A Dog's Life HTX to perform these services, all terms and conditions in the Service Agreement and Signed Portal policy govern these services.