

## **Service Agreement**

At your request, PureLove Petcare, LLC ("PLPC") agrees to provide caring, attentive, and professional pet services (the "Services") for you (the "Client") and your pet(s).

### **Service Rates & Information:**

Services are not guaranteed until confirmed by PLPC with signed contract, then ongoing verbally, or via email. PLPC will determine its pricing schedule for all Services and will charge the Client accordingly. PLPC reserves the right to change prices at any time. PLPC will inform Client of any changes at least two (2) weeks before charging the Client at the new rate.

**Cancellation Policy:** To maintain consistent paychecks for our pet sitters, visit cancellation policies are in effect and are outlined in PLPC's policies. Client understands that cancellation policies can change at any time and that PLPC will communicate these changes with reasonable notice. Canceled visits and overnights must be acknowledged and confirmed by PLPC via phone, email, or text.

**Payment:** Payment is due on the first day of service. If a booking is made of 4 days or longer, then a 30% non-refundable deposit will be collected to hold your spot. If you cancellation is set up with a new date at the same time, then the deposit will still apply and balance will be due on the day that we start. Checks are requested, and should be made out to PureLove Petcare. Payments for ongoing Services should be made on a weekly basis. Client is responsible for payment of all services performed by PLPC. If payment is not made in a timely manner, PLPC reserves the right to discontinue Services and to use third-party agencies (e.g. Collections Agency) and legal measures to obtain payment.

**Keys:** If Client does not have at least two sets of keys available at the time of the Orientation Visit, PLPC has the right to copy Client's keys such that PLPC has at least two sets of keys on hand. If a key is hidden outside, 2 keys are still needed. If a garage keypad is in use, then one set of keys is ok and code is needed. Client is responsible for the cost of the copied keys. The keys kept in PLPC possession are secured in a locked safe at the office, and marked with a code system to protect their privacy.

Emergency Contact: **\*This is somebody other than yourselves\*** Client agrees to provide PureLove Petcare with contact information where he/she can be reached while away.

Client authorizes \_\_\_\_\_ who can be contacted at the following telephone number(s):

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to serve as a designated contact person ("Emergency Contact"). This person will make medical and payment decisions for Client's pet(s) and oversee any other problems with Client's pet or property in the event that Client cannot be reached and time is of the essence as determined by PLPC. If Client or Emergency Contact cannot be reached in a timely manner or if an Emergency Contact is not listed herein, Client agrees to accept any decision PLPC makes in regards to pet care or Client's property.

Aggressive Pets: I hereby represent that my pet(s) is/are in good health, have not harmed or shown aggressive behavior towards any person or any other animal. If a pet bites, tries to bite, or displays any aggressive behaviors during the performance of Services, PLPC reserves the right to refuse or cancel service. The Client will be liable for PLPC Pet Care Specialist's medical expenses and/or damages that are the result of an animal bite or injury due to pet's aggressive behavior. **INITIALS** \_\_\_\_\_

Future Services: Client authorizes this signed contract to be valid for all and any future Services without additional signed contracts or written authorization. Client understands and has read both pages of this Agreement.

Client Signature Client Name (Printed)

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PureLove Petcare \_\_\_\_\_

Date \_\_\_\_\_