



Karen Zorn, LLC
PetPals Pet Sitting

2118 Latexo, Houston, TX 77018
713-402-8335
petpalsofhouston.com

Service Contract

This contract is an agreement between Karen Zorn, LLC, dba PetPals Pet Sitting and _____ (Client) for pet care services beginning on _____ and thereafter on an as-needed basis.

PET CARE AND PAYMENT

Pet care services will be provided at the following rate: \$_____. Rates for subsequent services are subject to change.

Client authorizes PetPals Pet Sitting to perform pet care services as outlined in Client Profile, Pet Profile, and Veterinary Release, which shall become part of this contract. Prior to any future pet care services, Client agrees to notify PetPals Pet Sitting of any changes to the information on these forms.

Emergency Care: In the event that pet(s) being cared for require immediate medical attention, PetPals Pet Sitting will attempt to contact the Client prior to obtaining emergency care. However, Client agrees that pet sitter has the authority to act in pet's best interest even if this means seeking medical attention prior to notifying Client. Client agrees to pay for all costs and charges incurred by the pet for veterinary care.

Inclement Weather/Natural Disaster/Act of War: In the event of inclement weather, natural disaster, or act of war PetPals 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 PetPals Pet Sitting reserves the right to alter services outlined in this contract.

Personal Emergency: In the event of personal emergency or illness of pet sitter, Client authorizes PetPals Pet Sitting to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this contract. Client will be notified in such case.

Key Return Policy: Client may agree to allow PetPals Pet Sitting to keep their keys on file in a secure location for future services. If Client prefers to have key returned, Client agrees to pay \$10.00 pick-up fee for future services.

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

Payment: Client agrees to make payment in full prior to, or at the time of, the first visit.

Extra Services: Any charges for unplanned services will be due within 7 days of completion of service engagement. Invoice for additional charges (including receipts) will be left at Client's home upon completion of service engagement.

(_____initial)



Confirmation: Client agrees to call the PetPals Pet Sitting office prior to leaving to confirm departure day/time, and again upon returning home to let us know that pets are safe. If Client expects to arrive home earlier or later than planned, PetPals Pet Sitting must be notified as soon as possible.

Cancellation: PetPals Pet Sitting requires a 24-hour notice of cancellation. Less than 24-hour notice will result in Client being billed for 50% of the fee for booked services.

LIABILITY

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

Emergency Contact: Client agrees to provide PetPals 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 PetPals Pet Sitting makes in regards to pet care or Client's property.

Visitors: If anyone will be entering Client's home while it is under our care, Client agrees to notify PetPals Pet Sitting in advance. PetPals Pet Sitting will not enter an occupied home if we have not previously made us aware of visitors. Similarly, unless we receive instructions from Client, we will not grant access to the home to any visitors. PetPals 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 PetPals Pet Sitting presence and vice versa. The police will be called, without exception, on all intruders or suspicious acts.

Outdoor Access: PetPals Pet Sitting will not be held liable for the well being or actions of any pet with unsupervised access to the outdoors.

Aggressive Pets: If a pet has a history of biting or other aggressive behavior, PetPals 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 the result of an animal bite or injury due to pet's aggressive behavior.

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

Future Services: Client authorizes this signed contract to be valid for 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.

Client: _____ Date: _____

PetPals Pet Sitting: _____ Date: _____