

Service Agreement

A Pawsitive Experience Pet Services, LLC (“A Pawsitive Experience” “Groomer” “Handler” or “Pet Sitter”) and _____ (the “Client”) agree to the following contractual terms:

The owner/agent will be responsible for purchasing all necessary food, special supplies or equipment that is needed for the care and handling of the pet(s) prior to the dates of care agreed upon by both parties.

Any and all visits made or services performed shall be paid for at the agreed contract rate or rate incurred based on pet(s) behavior during services, as extra time may be required to complete services.

Client acknowledges that all dogs and cats aged 5 months and over must be current on rabies immunization to receive any grooming service. If a pet has a physical condition precluding the safe immunization or re-immunization against rabies, and agrees to provide A Pawsitive Experience with a statement of exemption issued by my dog’s veterinarian.

Client authorizes A Pawsitive Experience, and it’s pet sitter(s) to perform care and services as outlined in this contract. Client also authorizes by its signature below emergency veterinary care, releasing A Pawsitive Experience, its agents, affiliates and subcontractors from all liabilities related to transportation, treatment and expenses relating to such veterinary care. Should Client’s specified veterinarian be unavailable, Client authorizes A Pawsitive Experience, pet sitter/handler to engage the services of the veterinarian of their choice. Client authorizes A Pawsitive Experience and it's sitter’s to approve any medical and/or emergency treatment recommended by a veterinarian.

Client agrees to be fully liable for all costs associated with any medical or emergency treatment and will reimburse A Pawsitive Experience for medical expenses incurred, any additional fees incurred by A Pawsitive Experience as associated with attending to the matter, including the cost for the employee or independent contractor’s time, and expenses incurred for any other unexpected home/food/supplies needed.

Client agrees to advise the Groomer/Handler of any pre-existing health conditions, including medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems and agree not to hold A Pawsitive Experience responsible for adverse reactions to grooming or any pre-existing issues discovered during or after any services.

Should the pet become aggressive during the course of grooming, A Pawsitive Experience reserves the right to use muzzles, e-collars, or other restraints to prevent injury. Should it become unsafe to continue the groom, A Pawsitive Experience will stop immediately and discontinue the groom.

Client agrees that all reserved services must be paid in full by the end of performed service. Cancellation policies:

- ★ Grooming: 24 hours in advance or 50% of service fee
- ★ Visits/dog walks: 24 hours in advance or 50% of service fee
- ★ Overnight care: 72 hours in advance or 50% of service fee
- ★ *Pre payment for extended stays are required and Non-refundable for anything exceeding 14 days. 50% of payment can be used as a credit for future services.

In the event of inclement weather, A Pawsitive Experience pet sitter is entrusted to use their best judgment in caring for the pets and home.

A Pawsitive Experience, its employees and independent contractors agree to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims it now has or that arise under the term of this contract, including claims of negligence, against A Pawsitive Experience, its employees and independent contractors, except those arising from malice on the part of the pet sitter. This includes any injury, death, sickness or damage my pet may suffer during or after any services provided.

Client hereby grants A Pawsitive Experience the right to take photographs of pets and premises while the sitter is caring for pets, and to post or reproduce any and all photographs taken, without limitation, A Pawsitive Experience website, promotional materials and merchandise, without becoming liable to the Owner (or the Owner's pet) for any royalty payment of any kind.

A Pawsitive Experience and its handlers cannot make any guarantee regarding the outcome of any training/counseling program. The owner assumes full responsibility for the dog's behavior during and after the training/counseling program.

The owner of the dog(s) may have the animal withdrawn from training at any time, however, once training has begun; all fees are non-refundable.

The owner of the dog(s) may postpone any of the lessons or services provided twenty four hours notice is given to A Pawsitive Experience. A Pawsitive Experience is only obligated to give 2 make-up lesson(s) due to owner postponements, provided the owner has purchased a block of lessons or visits. After the 3rd postponement, each additional owner postponement will count as one of the remaining lessons or visits owed to the owner. Additional make up lessons may be purchased per lesson. Additional visits may be purchased separately. The owner understands and agrees that failure to give the company twenty-four hours notice of a lesson or visit cancellation will result in the Company counting said failure as a completed lesson with the full amount owed by the owner to the Company for said lesson.

Client understands that this contract may be the only invoice received and takes full responsibility for prompt payment of fees upon completion of services contracted. A handling fee of \$20 will be charged on all returned checks.

Client further authorizes this contract to be valid approval for future services permitting A Pawsitive Experience to accept telephone reservations for service and enter Client's premises without additional signed contracts or written authorizations.

Client shall pay costs of collection, including reasonable attorneys' fees, if this contract is referred to an attorney for collection, whether or not a lawsuit is brought.

Client has reviewed this contract, understands its contents and intends to be bound by it.

Client Name(Please print): _____

Client Signature: _____

Pet Sitter(s): _____

Date: _____/_____/_____