

The Feline Hotel Pet Boarding & Pet Sitting Client Information,
DISCLAIMER STATEMENT, & Terms of Service
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DISCLAIMER STATEMENT: The Feline Hotel, known as the Pet Care Business (PCB), will not be responsible for any of the following:

- 1. Damage to carpets, rugs, floors, furniture, plants, or lawns caused by clients' pets urinating, spraying, vomiting, defecating, excreting, chewing, bleeding, or scratching on the same.** Every reasonable effort will be made to clean up messes caused by clients' pets that are found by the pet sitter with cleaning materials made available by the client.
- 2. Sickness, injury, loss, or death of clients' pets through non-negligence of PCB.** PCB may use the Veterinary Medical Care Release Form to authorize care for pets that become sick or injured if we cannot contact you. You must let your vet know we are authorized to bring your pets in for care to avoid any issues, especially at what may be a critical time.
- 3. The condition or security of fences, invisible/electric fences, doors, gates, and other areas that pets are confined to.** Clients will ensure that the confinement area is secure and safe for pets. It is the client's responsibility to insure any areas that the pets are not allowed to be in are known to PCB and the areas are secured properly. PCB is not responsible for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- 4. The condition of leashes or collars used in walking pets.** Clients will ensure such equipment is in good working condition.
- 5. Plants, trees, flowers, and lawn that wilt, brown, or die due to conditions beyond the directions supplied by the client.** Watering of plants will be accomplished only in a manner the client has so directed.
- 6. Medical expenses and damages resulting from an injury to a pet sitter, or any other persons, caused by your pet.** You agree to cover any expenses and loss of wages resulting from an injury caused by your pet while in Comfy Creature's care. You agree to indemnify, hold harmless, and defend PCB Dog Walking & Pet Sitting in the event of a claim by any person injured by your pet.

Pet Care Business Terms of Service

By accepting these Terms of Service you agree to the following:

You are entering into an agreement to be a "Client" of the Pet Care Business, its staff, agents, affiliates, contractors, representatives, assistants and/or associates, hereinafter referred to as "PCB". The contents of the agreement apply to the initial period of time during which services will be rendered, hereinafter referred to as "Service Period," as well as any subsequent Service Period's. Details of the services to be

provided are expressed separately in writing, orally or both, and may be changed from time to time upon Client's notification and PCB's subsequent acknowledgment and agreement. Cost of services are based upon PCB' published rates and fees, which are available for your review on our website or by request. Fees are subject to change without notice.

Client Instructions: DO NOT LEAVE NOTES FOR US TO FIND WITHOUT TELLING US WHERE THE NOTE IS, WE MIGHT NOT FIND THEM. Instructions should be listed in your home & pet care profiles. As a Client you may text or email updates of your pet care instructions, request service, or adjust service periods, and then only if and when we respond in the affirmative are the changes confirmed. It is your responsibility to ensure that all sections of your profile are complete and accurate, as PCB will only provide services as instructed on your profile or as updated electronically and confirmed. Account changes should be submitted at least 24 hours before a Service Period starts.

Reserving Service and Statements: As a Client you are authorized to reserve Service Periods from any telephone, text, cellular, online, mail or email address or number listed on your Account. Your reservation is confirmed when you receive a detailed emailed or texted confirmation. Reservations, ideally, should be made on our website or by email when possible. Reservation requests will be reviewed to confirm availability. We endeavor to confirm your reservation as soon as possible and no later than next business day.

Please review all Statements; you must notify us of any errors or discrepancies within 24 hours of receiving a Statement, otherwise we will assume your Statement is accurate and your Service will be performed as outlined therein. Minor adjustments can be made by text or email; last minute adjustments may be subject to cancellation policies.

Veterinary Care: You authorize PCB to procure veterinary services for your pet(s) as PCB deems necessary. In the event your pet needs veterinary care while under PCB care, we will always attempt to contact you and listed emergency contacts. You agree to pay any and all fees incurred while obtaining veterinary services. Any limits on emergency pet care must be documented in your pet profile. ***You must inform your Veterinarian that PCB is an authorized care provider for your pet(s), and that PCB is authorized to obtain vaccination or medical records.***

Consultation Meetings: The first meeting with a pet sitter assigned to your account is free, so that you and your pets can get to know them and make sure they are a good fit for you and your pets. If you need your pet sitter to come to you for additional follow-up meetings for new pets, keys, or other updates, such visits are billed at our standard rates.

In Case of Emergency Service: All Clients in good standing have access to on call / emergency Service Periods.

Keys and Entry Methods: We recommend giving us two (2) methods of entry. This allows for uninterrupted in-YOUR-home service to be guaranteed even if something happens to your primary sitter. Recommended: 2 sets of the same metal key(s) in two different lock boxes, OR 1 metal key in a lock box and 1 electronic code (lock/garage). All keys and codes are maintained with utmost care and discretion, keys are secured when not in use. We recommend a realtor style lockbox. PCB recommends not adding any personal info to key rings. Please TEST keys before each service if not used regularly. You give PCB and our representatives authorization to enter the address listed in your online Account as needed for in-home services. If we are not able to gain access for a date listed on a Statement, you

authorize PCB to employ the services of a locksmith. You agree to cover all locksmith charges. If key codes, garage codes, realtor-style key lock box codes, or other electric/electronic lock access is offered to PCB as the primary entry to your home you will be responsible for any extra charges due to lock malfunction/power outage.

Food and Cleaning Supplies: Client agrees to ensure that an adequate amount of food, cleaning, and/or other pet/home care supplies are in a location that PCB can easily locate in the home prior to the start of the Service Period(s) and for the duration of the entire Service Period. Client understands that depletion of such food and/or other supplies would result in PCB' replenishment with the same or a reasonable substitute in any quantity at Client's expense, plus applicable errand surcharges. Please note: simplifying where things are and how much food is needed will leave more time to spend with your pet(s) during each visit. Please keep food & supplies in as few places, and closest to the work area, as possible. (Ex. Food area, litter area, walking equipment by exit, plants grouped). If you have a pet with complicated feeding or medication regimens, the supplies should be pre-packaged in proper serving quantities in ziplock bags or other suitable container(s).

Client Provided Equipment: Client will ensure leashes, harnesses, or collars to be used by PCB are in good working condition. PCB will not be responsible for the failure of Client provided equipment or tools. Pets must be micro-chipped OR have an ID tag if allowed any outdoor access while under PCB's care. If PCB takes pet(s) off your premises, you agree to indemnify and hold harmless PCB for any injury or damage which may be caused to other parties by the actions of your pet(s), or to your pet(s) caused by the actions of other animal(s), including, but not limited to, loose or stray dogs. PCB policy is to avoid all other pets and people while in public areas with Client's pets.

Pet Areas: PCB will not be responsible for the security, condition, or failure of: fences, invisible/electric fences, doors, gates, crates, locks, and other pet confinement areas and barriers. You will ensure that the confinement area is secure and safe for pets. Additionally, it is your responsibility to note in your Account any area(s) that the pet(s) are not allowed, and secure such area(s) properly. PCB is not responsible for injury to, disappearance of, death of, or fines assessed to, any pet(s) with unsupervised access to the outdoors (ie: doggie doors).

Payments: New Clients are required to pre-pay for the first \$200 of pet care service to make reservations, which will be applied to Client's Service Periods until depleted. After the initial deposit is depleted, payments for all future Service Periods are preferred by credit/debit card and are due by the first day of a Service Period. Payments received after service starts will be considered late. Regular Clients who have an ongoing Service Period, ex: you have the same days/visits every week, will receive a Statement monthly, just prior to the the 1st of the month, with payment due on the 7th of the month. Payments for ongoing Service Periods made after the 7th will be considered late for that month.

The preferred method of payment is by check or cash. We also accept Visa/MC/Amex/Disc branded cards via PayPal with a 3% cost recovery fee added.

Late Fees: The late fee is 10% of the outstanding delinquent balance. Additionally, a charge of 10% of the delinquent amount will be added to unpaid balances every twenty-eight (28) days after the original payment due date. In the event it is necessary to initiate collection proceedings you are responsible for attorney's fees, court costs, and collection costs.

Cancellations and Refunds: We aim to be flexible with cancellations but please understand that sitters do arrange schedules and their availability to accommodate your reservations. If you cancel with little or no notice, your sitter may not have proper time to adjust their schedule and/or take on another Client. Please keep the following guidelines in mind regarding cancellations:

- Canceling Regular Mid-Day Daily Visits - If you have Service Periods every month AND your service is scheduled between 10am - 4pm: 100% refund with 12 hours or more notice; 50% refund canceling with less than 12 hours' notice.

- Canceling all other services at your home (morning, as-needed midday dog walks, evenings, overnights, etc): 100% refund within 7 days or more notice; 50% refund within 6 days or less notice.

- Cancellations on major Holiday dates - We work 365 days a year, and make our personal holiday and family plans around our pet care schedules. Therefore, cancellations of ANY services reserved on major holidays, with less than 28 days notice, will be billed at 100%.

Property Damage: PCB is not responsible for damage to any property or person caused by your pet(s). If any neighbor, friend, family member, contractor, or other representative enters your home or property during a Service Period, PCB is not responsible for damages or loss to your property. PCB is not responsible for damage to carpets, rugs, floors, furniture, plants, or lawns caused by your pet(s) urinating, spraying, defecating, chewing or scratching on the same. PCB will attempt to clean up messes caused by your pet(s), that are found by PCB, using Client supplied cleaning materials, during the allotted time frame.

Trespassers: During the Service Period no one else is allowed on your property (both home and yard) without prior approval from both you and PCB. If anyone other than PCB is found to have entered your property during the Service Period without advance acknowledgement by PCB, it is our policy to alert you and local law enforcement. PCB will not discuss your service with any unauthorized party. You must notify PCB if anyone has keys or access to your property other than PCB during a Service Period. PCB cannot be held liable for damage done to your home and/or pet(s) by others with such access. Please advise us of any difficulties you have encountered with neighbors or local kids with regard to your pets or home.

Security Systems: PCB is not liable for any charges, fines, or other damages resulting from the malfunction or unintended triggering of a security system. If you choose to leave your alarm on, it is your responsibility to provide clear and concise keypad location details and instructions for both arming and disarming your security system.

Plant Watering: PCB cannot be responsible for plants that wilt, brown, or die due to conditions or circumstances beyond following the directions supplied by you. Watering of plants will be accomplished only as you have directed. Please group indoor plants together when possible.

Pictures: At times, PCB may take photographs of Client pets to use for marketing, social media, etc. Photographs will be of the pet(s) only and there will be no breach of privacy or security (your name, address, home location, valuables, or other personal details etc. will never be disclosed in pet photographs).

Disasters: In the event of inclement weather or natural disaster PCB will do our best to maintain your Service Periods, however, we reserve the right to adjust your schedule due to circumstances beyond our control. Pets with medical conditions will always receive priority.

Aggressive Animals: PCB generally does not provide service for aggressive animals. If a pet's history is not disclosed, you place PCB at substantial risk and you may be liable for significant punitive damages. If any pet(s) exhibit signs or acts of aggression after you enter this agreement, you are obligated to notify PCB of the incident(s) (a) at once if a Service Period is pending, or (b) upon requesting future service. PCB's decision to provide care to an animal(s) following disclosure of dissatisfactory behavior does not indemnify you from claims resulting from such animal(s).

You further acknowledge that you are responsible for any and all medical expenses, damages, legal costs, and lost wages resulting from an injury to a pet sitter or other persons or parties caused by your pet(s), your negligence, or by condition of your premises. You agree to indemnify, hold harmless, and defend PCB in the event of a claim by any person injured by your pet(s), negligence, or condition of your premises. You hereby waive and release PCB from any and all liabilities of any nature for your actions, your pet(s), or any other party with access to your home, except those arising from negligence or willful misconduct on the part of PCB.

Personal Dog Boarding Services: Applies when your dog stays at a sitter's private residence. Because of its very nature, and in keeping with our commitment to provide the best care, Personal dog boarding is a very limited service and can only be offered to a few Clients at any one time. Once reserved, your sitter is making plans to accommodate your pet, and other Clients could be turned down. Because of this, if you need to cancel a boarding reservation, a refund of 50% will apply to boarding reservations with 4 weeks or less notice. There is a minimum charge of 2 days for all boarding requests. Boarding Drop Off and Pick Up times are Monday through Friday 8am to 6pm. Your pet can be boarded over the weekend, but must be dropped off by Friday evening. First pick-up times will be Monday morning. Dogs must be healthy, house trained, on flea and tick medication, current on all vaccinations, clean, and well-mannered (no obsessive barking, inappropriate chewing or other destructive behaviors).

Further Considerations:

PCB will provide all services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, you expressly waive and relinquish any and all claims against PCB except those arising from gross negligence or willful misconduct on the part of PCB. You also agree to notify PCB of any concerns or issues within 24 hours of the end of a Service Period.

PCB's policies, terms, and conditions are subject to change without notice. As a Client you are subject to the most recent set of policies, terms, and conditions in effect at the time of each service booking. For the most current version of policies, terms, and conditions visit our website or contact us.

PCB reserves the right to refuse service to any Client, at any time, for any reason.

Should any section, provision or portion of the contract be held to be invalid, illegal, void or unenforceable, then such section, provision or portion shall be deleted from this contract. The remainder of this contract shall continue in full force and effect.

Client ACKNOWLEDGMENT & ACCEPTANCE of Pet Sitting Business (PCB) Terms of Service & Disclaimer Statement:

I accept this contract. I am promising to read, understand, and abide by all the terms and conditions set forth in their entirety and any future updates or changes to this contract, terms of service, or disclaimer statement. If I have any questions about the above I will contact PCB before my next service is to begin. ____ initials here

Client's Signature _____ Date: _____

Client's Printed Name: _____

Client's Signature _____ Date: _____

Client's Printed Name: _____