

Client Service Agreement between Creature Comforts Pet Services, LLC and Client

1. I authorize Creature Comforts Pet Services' pet care providers (Independent Contractors) to perform care and services as outlined in this contract. I also authorize by my signature below or acceptance of terms and conditions online, emergency veterinary care releasing Creature Comforts Pet Services and its Independent Contractors from all liabilities related to transportation, treatment, and should specified veterinarian be unavailable, I authorize my pet care provider to engage the services of a veterinarian of their choice. I approve any medical and/or emergency treatment recommended by the veterinarian if I am not able to be reached. I WILL REIMBURSE CREATURE COMFORTS PET SERVICES FOR EXPENSES INCURRED, PLUS ANY ADDITIONAL PET EXPENSES (transportation/meds/food).
2. I, or my home owner's or renter's insurance, will be responsible for any injury (i.e. dog bites) to the pet care provider or any third party incurred during the performance of the assigned contract either on or off my premises.
3. In the event of inclement weather, my pet care provider is entrusted to use best judgment in caring for my pets.
4. Creature Comforts Pet Services and its Independent Contractors agree to provide the services stated in this contract in a trustworthy manner, and as an expressed condition thereof, I waive and relinquish any and all claims against Creature Comforts Pet Services and its Independent Contractors, except those arising from negligence on the part of the pet care provider.
5. I further authorize this contract to be valid approval for future pet care services made via e-mail, phone calls, texts, or online form reservations to enter my home without additional signed contracts or written authorizations.
6. **I agree to notify the pet care provider upon my arrival home so they know their obligation for my pet(s)' care is complete.** Until the pet sitter has acknowledgement that I am home, I understand that subsequent visits and fees will continue until it is determined I am home and my pets' safety and well-being is no longer the responsibility of Creature Comforts Pet Services or its pet care providers. I understand that if I am home during a subsequent follow up visit due to the pet care provider not being notified, *fees will be incurred for that trip.*
7. If my plans change and I arrive back early, I will let the pet care provider know at the very earliest convenience. I accept that any visits for 48 hours from notification will be retained by Creature Comforts Pet Services as schedules are made around all scheduled visits and the sudden return may create problems with the pet care provider and other clients.
8. Unless otherwise arranged, your sitter will retain your house key and security codes, properly secured, until you leave our service. This arrangement makes it more convenient and efficient for future sitting assignments, and serves as a reliable backup should you ever need us in time of emergency. There is an extra \$15 charge for pickup and/or delivery of keys after the initial consultation date.
9. **PHOTOGRAPHIC IMAGE RELEASE:** In return for electronic copies of the images, I hereby give permission to Marcia Kay Foster and Creature Comforts Pet Services to use my pet(s)' name and photographic likeness in all forms and media for advertising, trade, and any other lawful purposes, including submission to contests and internet sites, whether or not connected with Creature Comforts Pet Services, LLC. I specifically release claim to such images and/or any further compensation resulting from their use.

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PAYMENT POLICIES AND FEE STRUCTURE:

1. For all but major holiday reservations, clients understand they are to pay for all services on or before the 1st visit. For current clients, the check may be left in the home (on counter or table) for Creature Comforts Pet Services' authorized pet care provider to pick up the day of the first visit. If mailed, payment should be postmarked 5 days in advance and addressed to Creature Comforts, 4219 Greenwood Dr., Joplin, MO 64804. If payment is not made by the first visit, or not left for the pet care provider at the home, client agrees to pay a **\$25 LATE FEE**, and understands they will pay the total amount of service plus the late charge via credit card by phone when called. If a check must be sent, it must be postmarked within three days of the last visit.
2. There is a \$15 "late reservation" fee if reservations are made with a notice of less than 72 hours (3 days). There is a \$15 "late cancellation" fee if cancellation is made with a notice of less than 72 hours (3 days) of the first visit. This pertains only to non-holiday reservation dates.
3. New clients pay half of their reservation fee 2 weeks prior to the first visit and only half this amount is refundable upon cancellation. The other half of the reservation fee will be collected at the free meet and greet.
4. For all Holiday reservations (defined as New Year's Day, Spring Break, Easter, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving, Christmas Eve and Christmas, including three days prior and three days after the holiday date), half of the reservation fee is due one week prior to the first scheduled date of service and should be mailed 10 days prior in order to reach us on time. If cancellations are made less than 7 days prior to the first scheduled date of the reservation, one half of the total of seven reservation dates (ex. 7 days, 1x day @ \$18/visit would be \$63), or \$100.00, whichever is less, will be retained by Creature Comforts Pet Services. This also includes any partial cancellations made with a notice of less than seven days, which will be charged half of the fees of those cancelled reservation times. There is a high demand for our services during holidays, and there is limited availability in order to keep your pets comfortable and happy during that amount of time. Cancellations result in loss of reservations for other clients who want to schedule care for their beloved pets, loss of comfort for those pets, and a loss of significant income for the pet care providers during the busiest days of our year. While we love caring for your pets, this is our source of income as well.

When the online reservation form is checked Yes, you agree to all Terms and Conditions that are posted at that time, and it is considered signed and legally binding. *ONLINE POLICIES supersede printed policies*

DISCLAIMER: Pets will always be walked or exercised in safe areas either on a leash or a fenced in yard. At no time will the pet be off-leash or allowed to roam freely. This is for the safety of your pet and required by provider's insurance. All gates must be locked with a padlock or secured with a rope. In addition, Creature Comforts will consider sharing in the care of your pets; however, will not be responsible for the care of pets or your home when "co-opting" an assignment. Client's signature below indicates the client understands these details. (If marked Y on waived, the client has waived its rights to assert any claim against Creature Comforts Pet Services, LLC or its independent contractors and/or insurance provider due to free roaming pets, no fence, or co-opt of assignment.) **Waived** _____ **AGREED FEES:** _____

If any prior agreements are marked Yes – Waived, it precedes a non marked contract.

Date

Client's Signature

Creature Comforts Pet Services, LLC agent