

Here is all that you agree to by contracting with our team:

CLOSE TO HOME PET SERVICES, LLC

THIS AGREEMENT is entered into this day of September 21 2021 by and between Close to Home Pet Services, a Washington Limited Liability Company. Here in after "CTH" and hereinafter "Client".

1. Terms & Conditions/Revocation — This contract summarizes the agreements for services to be provided by CTH for Client for Client's pet (s). It shall remain in full effect until revoked by either CTH or Client.
2. Scope of Services provided — CTH provides dog walking, dog visits, in your home cat and pet visits, animal taxi services.
3. Charges and fees — CTH Holiday visits are 20 min or less and \$40 a visit. Holiday dates are defined below. Non holiday: CTH charges are for one pet, \$21 for 15 minute dog walks or pet (cat, dog, fish, etc.) visits, \$24 for 20 minute dog walks or pet visits, \$27 for half hour walks or visits, \$35 for 45 minute walks or visit, \$35 for half hour dog running. If client wishes to have more than one pet walked, there will be an additional charge of \$5 per pet per walk. There is no additional charge for two or more pets for a pet visit (no leashed walks). Holidays with special rate are defined as Memorial Day, Fourth of July, Labor Day, Veterans day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Day and New Year's Eve. Any services rendered on holidays as defined above and have a special rate. The services provided on holidays are 20 min or less quick-stops at \$40 a visit. Prices are subject to change in January 2022 with written notice.

COVID -19

Due to the Global Pandemic we require all clients to update CTH on any exposure, symptoms or positive testing for COVID-19 and/or variants while we are visiting your home or caring for your pets. Please provide supplies if applicable and allow CTH employees to use products and safety equipment while working on or around your home. CTH is not liable for any exposure to Covid-19 in relation to clients or pets. CTH will exceed state and/or CDC policies and procedures for safety.

In the event Client books a walk/visit after 8pm for the next day, there will be an additional \$5 charge per walk/visit. In the event Client wishes CTH to make a trip to pick-up or drop-off a key to accommodate Client's schedule or wishes, Client will be charged \$20.00 to pick up or drop off the key. We store client keys in our secure office free of charge. Each key is labeled with a 3 digit code for additional security. If Client wishes to avoid these charges they may provide CTH with a key, which CTH keeps in their secure office and which keys are coded so that the owner of said key is not identified. CTH requires two keys on file for each client. If two keys are not supplied CTH may need to make a copy of the Client's key and charge \$10 for the convenience. Client will be notified that a second key was made. Buildings and/or FOBS may have a different agreement.

4. Payment Details — CTH requires payment for services on or before the first day of care via our online customer portal with credit card payment. **All clients will be on an auto charge schedule.** Which means **your card or bank account on file will be charged for the entire invoice** on the first day of services, if you have not paid the invoice prior yourself in the portal. If you need to make other arrangements, please contact info@closetohomepetservices.com.

You can cancel services or request services online through the portal link. You can find the link on our website www.closetohomepetservices.com or in your email if you are a current client.

5. Cancellation Policy — Client must cancel the scheduled dog walks or pet sits by 8pm the previous day in order to avoid being charged \$15 fee. If Client cancels services for pet sitting for any previously requested holiday service (as defined above) less than two weeks in advance, Client shall be charged 100% for the defined holiday dates. Regular cancellation applies for non holiday dates.

6. Weather — CTH requires that clients hiring services in the fall and winter months be prepared with local backup plans. If the weather keeps CTH from accessing the Client's home or the roads to your home, please keep us advised of conditions and have an emergency back up plan. This may mean CTH is unable to access your home or reach your pets. The regular timed visits may be altered or cancelled altogether. CTH will contact the Client and do everything possible to access Client's home and to care for Client's pets.

7. Staff emergency illness — In the event of personal emergency or illness of the assigned pet sitter, Client authorizes CTH to arrange for another qualified person to fulfill pet and/or home sitter responsibilities as set forth in this contract without advance notification to Client. The client will be notified of the changes as soon as possible.

8. Authorization to obtain Veterinary Services — In the event Client's animal suffers an injury or illness requiring immediate treatment, CTH is authorized to approve immediate medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client agrees to provide CTH with the name and phone number of Client's veterinarian and to keep CTH advised of any changes. If we can not reach your preferred vet office we will find an alternate care provider.

9. Collars/Identification — All dogs are required to wear a collar with an ID tag during care that is provided by CTH. We also recommend that all pet(s) be microchipped and that the information on file is current.

10. Authorization to provide Services — Client authorizes CTH or its agents to perform care and services as outlined in this contract. Client further authorizes this contract to be valid approval for future services permitting CTH to accept Client's reservations for service and to enter Client's premises without additional signed contracts or written authorizations.

11. Amendments to Contract — An amendment must be agreed upon if Client moves, desires services for additional pets, or if Client wishes to update instructions regarding the care of Client's pet(s) and/or premises. This includes adding medications to the pet care needs without prior consulting CTH. CTH must be informed and services agreed upon when medications are required.

12. Authority to Purchase Required Supplies — In the event that adequate supplies are not accessible and CTH has to purchase supplies, I understand that a full reimbursement will be added to my bill.

13. Warranty: Client warrants to CTH that the pet for which services are to be provided is in good health and capable of exercising in a manner appropriate to the age and the breed of the pet. Client further warrants that to his/her knowledge, their pet is not aggressive towards other animals, children or adults. If there are any precautions necessary to prevent injury to Client, other animals or third parties, Client has so advised CTH and that appropriate written information has been given to CTH.

14. Insured and Bonded — CTH is bonded and insured through the

Business Insurers of the Carolinas

PO Box 2536

Chapel Hill, NC 27515

I have reviewed these Terms and Conditions for accuracy and understand and agree to provisions contained here