

Office Use Only:

Family Name: _____ Client ID: _____ Date: _____



SERVICE AGREEMENT

1. This agreement is made and entered into on _____ by and between Little Friends Petsitters, LLC of Portland, OR (hereinafter referred to as "LFP") and Client _____ (hereinafter referred to as "Client") residing at Physical Address:

Street _____ City _____

State _____ Zip Code _____ (hereinafter referred to as, "Premises")

Alarm Location _____ Alarm Company _____

Disarm _____ Arm _____ Disarm Code Word _____

Do you have security cameras? No Yes, Location _____

Phone #: Home _____ Work _____ Cell _____

Email _____ (required to send invoice and/or confirmation)

Mailing address (if different from physical address) _____

City _____ State _____ Zip Code _____

Partner, Spouse, or Roommate Name _____ Phone _____

If renting, Landlord _____

Phone #: Home _____ Work _____ Cell _____

Preferred communication method for updates? Phone Text Email

How often would you like to receive updates? Every Visit Every Day First and Last

How did you learn about Little Friends? _____

2. Keys: Client authorizes LFP to enter the premises to perform services. LFP requires TWO working keys for all clients' homes. NO KEYS will be accepted under the doormat, hidden on premises, mailed by regular mail, or locked in home on last visit. Garage door openers are accepted in addition to, but not in lieu of keys. Unless keys are provided upon initial interview, a Key Pick up Charge will be added to client's first invoice for time and travel to pick up key(s).

Client acknowledges they have provided LFP with a working Key for access to Premises plus a working:

- Duplicate
- Duplicate to be available on first visit
- Duplicate to be made by LFP (Key Copy Charge will apply)

Would you like to keep your Key(s) on file with LFP?

- Yes keep key(s) on file - Client specifically authorizes and requests that LFP keep keys on file for use when Client makes future request for services by LFP.
- No, return Key(s) after client returns and LFP has completed services. A Key Drop Off Charge will be added to client's first invoice. I understand that I will be charged a Key Pick Up and Drop Off charge for future reservations.

3. Locations/Maintenance:

Dogs:

Leash _____ Treats _____ Toys _____
Extra Food _____ Water Bowls _____

Cats:

How many litter boxes do you have? _____ Locations _____
How often do you scoop litter? _____ How often do you change litter? _____
Special instructions _____ Litter Brand / Type _____

Cleaning Supplies:

Where do you keep cleaning Supplies? _____
Main indoor trash receptacle & recycling location _____
Broom/Dustpan/Mop _____ Vacuum Cleaner _____

Collect Mail:

Mailbox Location _____ Mailbox # _____

Special Deliveries:

If signature is required, messenger service will be instructed to hold package until Client's return.

- No Yes Keep Mail Key on file Leave Mail Key on last visit

Do you receive a daily newspaper? No Yes Weekends only

Instructions Plants/Feeders: (additional charge may apply)

Indoor plant watering instructions (Please feel free to leave additional notes) _____

Outside watering instructions (please feel free to leave additional notes) _____

- Automatic System
- Fill outside wild animal feeders
- Hand Water
- Other _____

Emergency Shutoffs:

Location of circuit breaker _____

Location of main water shutoff _____

Location of gas shutoff _____

Home Security:**Trash/Recycling**

Trash Day _____ Recycle Instructions _____

Security Measures

- Do not alter inside lights Turn lights on/off inside Turn porch light off at night
- Keep porch light off Blinds open during day & close at night
- Keep light on inside at night Keep porch light on 24/7 Do not alter blinds

Door between garage and house kept locked? No Yes**Cleaning Services**

Company Name _____

Phone _____ Day/Time _____

4. Rates and Services: For and in consideration of the sum of charges to be paid by client, LFP agrees that its staff shall provide such loving care as indicated in this contract for the pet(s) listed and owned by client. Current rates and services are displayed on website LittleFriendsPetsitters.com.

Minimum Visit Policy: LFP has minimum visit policy to comply with our insurance policy and for the health and well-being of our client's pet(s). Client's pet(s) must be visited every 24 hours (we strongly recommend every 12 hours). For pet(s) without access to potty area (i.e. pet door, pee pads, or litter box), LFP suggests a minimum of 3 daily visits. Visit times are approximate and subject to change based on the needs of all pets under LFP care. LFP is entrusted to use best judgment in caring for pet(s).

Other services subject to a supplemental invoice include but are not limited to: Supply Pickup (food, treats, medications etc.), Vet Visit, After Hours Emergency Vet Visit, Extensive Incidental Clean-up, House Emergency (waiting for service person), Return Check/Payment Fee, Pet Sitting Late Payments (payment due at start of service). Supplemental invoice is payable in full within 3 days of due date.

5. Payment Policy: Payment is due when services begin unless otherwise specified. If payment is not received at time of services LFP reserves the right to charge a \$5.00/day late payment fee until payment is received, beginning with the date services begin unless otherwise stated on invoice. "Payment" shall mean the actual receipt of payment by LFP. Additional services that occur after service period has begun will be billed accordingly. Payment options are as follows, cash, check made to payable to Isabel Durham or Venmo @Cynthia-Classen-1

6. Cancellation Policy: Drop-in Visits are subject to a 24 hour cancellation period. Daily Visits are subject to a 5 day cancellation period. Overnight services are subject to a 7 day cancellation period. Cancellation period is determined by counting back from the date serves are scheduled to begin. If reservations are cancelled

prior to the cancellation period client will not be charged. Otherwise, client will be responsible for 50% of the invoice total. If changes are made to reservation during the service period no refunds or credits will be given and clients are required to pay for the reserved amount of visits. Service period begins on the date of first scheduled visit and ends on the date of last scheduled visit. Reservation extensions are subject to a supplemental invoice and will be billed upon clients return.

7. Shared Responsibility/Trespassers: LFP has a No Shared Responsibility Policy in order to comply with our insurance policy (no exceptions will be made). This means no other person should share pet care responsibilities (i.e. feeding, medicating, etc.). Client agrees to provide and list all individuals/companies who have access to the premises while client is away (i.e. house cleaning service, painters, landscapers, friends, family members, etc.). LFP cannot be held responsible for the acts of others that are allowed in and out of the home during the service period. If more space is needed please attach an additional page.

Company/Individual Name _____ Phone # _____

Has key to Premises? Yes No

Company/Individual Name _____ Phone # _____

Has key to Premises? Yes No

Company/Individual Name _____ Phone # _____

Has key to Premises? Yes No

8. Preferred Service Companies: In the event of an emergency involving the premises, client hereby authorizes LFP to obtain services as listed below. Should specified company be unavailable, client authorizes LFP to select a company of their choice. Client further authorizes LFP or its representatives to incur cost in the name of Client. Client explicitly states they will be responsible for any cost incurred. Client agrees to indemnify and holds harmless LFP from any liability arising from such charges. Client agrees to pay House Emergency Charge.

Locksmith (name/phone) _____

Alarm System (name/phone) _____

Electrician (name/phone) _____

Plumber (name/phone) _____

Cooler/Heating System (name/phone) _____

Sprinkler Service (name/phone) _____

Maintenance/Grounds (name/phone) _____

Invisible Fence (name/phone) _____

Septic System (name/phone) _____

Other _____

9. Continuing Obligations: It is understood and agreed between Client and LFP that this agreement contemplates client will be in need of LFP services from time to time in the future, and is further understood and agreed that the obligations and covenants contained herein shall apply to each provision of products and/or services in the future, without the need of entering into another agreement, unless altered in writing and signed by the parties herein or added as an addendum hereto.

10. In the event that LFP is required to employ a locksmith to gain entry into client's premises due to a malfunction of the lock or a failure of the client to leave a key, it shall be the responsibility of the client to reimburse for all cost incurred. The client expressly gives PPS the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.

11. LFP is not responsible for any service fees charged by alarm companies, police departments, or any other entity due to false alarm, malfunction, or accidental triggering of the alarm.

12. Should LFP personnel be bitten or otherwise exposed to any disease or ailment received from client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim.

13. If part of the service to be provided by LFP includes exercising, walking or taking pet(s) off client's premises, then Client agrees to indemnify and hold harmless LFP for any injury or damage which may be caused to others by the actions of client's pet(s).

14. In the event of an emergency involving the health of any pet being cared for by LFP, Client will immediately be notified through contact information provided in this agreement. If Client cannot be reached, Client hereby authorizes LFP to obtain such veterinary treatment as stated in the Veterinary Authorization Consent Form. If no Veterinary Authorization Consent Form is available, client authorizes LFP to use best judgment in authorizing care for pet(s).

Yes No (Initial) _____ (no treatment will be provided if client cannot be reached)

15. As further consideration for the services rendered, client agrees to waive and release LFP and its representatives from any claim for injury to and/or death of client's pet(s) as and from any claim for injury, loss or damage to client's property or premises.

16. In the event of an extremely bad weather day or natural disaster, LFP will make pet sitting rounds as soon as it is safe to travel. LFP is entrusted to use their best judgment in caring for pet(s). Client will not hold LFP liable for consequences related to such decisions.

17. Client authorizes LFP to use their best judgment in maintaining a comfortable temperature for the safety and comfort of pet(s).

18. Client has suitable insurances to cover any injury to LFP due to pet(s) or condition of premises.

19. Under no circumstances shall LFP be held liable for injury, disappearance, death or fines incurred regarding pet(s) that have available access to the outside. Emergency veterinarian care for that/those pet(s) as LFP or its representative may deem necessary. Client further authorizes LFP or its representatives to incur veterinarian cost in the name of client. Client expressly states they will be responsible for any veterinary cost incurred. Client agrees to indemnify and hold harmless LFP from any liability arising from such veterinary charges.

20. LFP reserves the right to terminate this contract at any time before or during its term. LFP in its sole discretion, determines that client's pet(s) pose a danger to the health or safety of LFP personnel. If concerns prohibit LFP from caring for pet, client authorizes pet(s) to be placed in a kennel, with all charges there to be charged to client.

21. In performing the agreed upon services, LFP shall use its own judgment and reasonable efforts to care for clients' pets and deliver other agreed upon services (mail collection, newspaper retrieval).

22. Photo Release: I, the undersigned, do hereby consent and agree that Little Friends Petsitters, or agents have the right to take photographs, videotape, or digital recordings of my pets and to use these in any and all media. Now or hereafter known, and exclusively for the purpose of marketing and business development to include but not limited to website and/or social media. Little Friends Petsitters will not post client pictures or any information to social media in real time for security reasons. I further consent that my name and identity may or may not be revealed therein or by descriptive text or commentary.

I do hereby release Little Friends Petsitters, and its agents all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used. I understand that there will be no financial or other remuneration for recording my pets, either for initial or subsequent transmission or playback.

Yes No

23. Emergency Contacts:

Name (local) _____ Relationship _____

Physical Address _____

Phone #: Home _____ Work _____ Cell _____

Remarks _____

Has Key to premises? Yes No

Name (local) _____ Relationship _____

Physical Address _____

Remarks _____

Has Key to premises? Yes No

Signatures:

Agreed

Date _____ Client Signature _____

Date _____ Owner/Agent, Little Friends Petsitters, LLC Signature _____