

Paw Prints Pet Services LLC

Service Agreement

Paw Prints Pet Services
Your Neighborhood Dog Walkers
Serving the Falls Church area
703-244-7390



This Service Agreement (“Agreement”) between PAW PRINTS PET SERVICES LLC (“Company”) and the pet owner signing this Agreement (“Client”) is entered into as of the date the Client signs this Agreement to provide pet care services to the Client’s pet(s) (“Pet,” used in the singular in this Agreement and includes all animals currently owned by the Client and all animals acquired by Client in the future). This agreement remains in effect until terminated by either party. This Agreement does not cover any animals not owned by Client, such as visiting animals or foster animals, which would require a separate Service Agreement signed by the owner of those animals and involves additional costs for their care.

A. Client Obligations and Representations:

- Client agrees to pay Company all charges accrued for services rendered consistent with the Company’s policies listed at <https://pawprintsva.com> and which are incorporated by reference in this Agreement. Client understands that payment is due before the commencement of services or at completion. Unpaid service may be canceled without notice, including before or during the service period.
- To ensure clear communication and mutual understanding, all service requests must be submitted by the Client and confirmed in writing by the Company through Time to Pet, email, or text message. Services or changes to requests are subject to the Company’s availability and must be confirmed before they can be provided. Please note that any changes or additional service requests may result in scheduling conflicts and might not be accommodated.
- Client is responsible for supplying any necessary, safe equipment and supplies needed for pet care, including but not limited to: a sturdy, well-fit collar (halter, harness, etc.); firmly affixed rabies, registration & name tags; a leash; and waste bags. Company may use its own equipment at its discretion and discourages the use of Flexi or retractable leashes. Additionally, if required as part of the service visit, the Client must provide all food, medication, treats, toys, cat litter, poop scoop & litter box, and cleaning supplies. If the supplies are not provided, the Client authorizes the Company to purchase any supplies necessary for the satisfactory performance of services under this Agreement, and the Client shall fully reimburse the Company for all associated costs and fees within 14 days of purchase.
- Client agrees to notify Paw Prints Pet Services of any concerns no later than 48 hours from the Company’s completion of services.

B. Client represents and warrants that:

- Client owns the Pet and has full and complete authority to enter into this Agreement.
- Client has completed all client and pet information forms, Veterinary Release Agreement, Key Handling Agreement, and Pet Lodging Addendum (if applicable) (“Application Forms”), which are incorporated by reference into this Agreement. Client represents and warrants that the information in the Application Forms is complete, true, and accurate. Client will keep all information about the client’s details and pet information in the Application Forms current. Client will inform Company

immediately if the Client becomes aware of any new information or inaccuracy in the Application Forms.

- The Pet is current on all immunizations and vaccinations according to veterinarian recommended standards. There are additional dog vaccination requirements for Pet Lodging (dog boarding and daycare) as referenced in the Pet Lodging Addendum. Client has provided Company with a copy of all vaccination records, the Pet's rabies certificate, and other relevant medical records for the Pet. Client understands that even if an animal is vaccinated, the animal may still contract a disease and the Client will not hold Company liable in that event. The Pet is free of any harmful insects, parasites, or diseases communicable to humans and other animals. Client authorizes the Company to contact the Client's veterinarian to confirm the Pet's health, temperament, and vaccination records.
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C. Company Obligations: Should a situation arise where the Pet needs medical care, Company or its representatives may attempt basic first aid as deemed necessary prior to seeking veterinary care. I agree that Paw Prints Pet Services shall not be held liable for the outcomes resulting from reasonable first aid efforts. Company will take all reasonable measures to procure veterinary care in accordance with the Veterinary Release Agreement. Client authorizes Company to seek necessary veterinarian assistance, at the cost to the Client, from any veterinarian as chosen by the Company. Company is not responsible for the Pet's health or well-being of the animal while under the care of a veterinarian. Client will pay all veterinary and related fees, costs, and expenses, including additional fees accrued by Company for time and emergency services, and will fully reimburse the Company for all veterinary and related fees, costs, and expenses within 14 days.

D. Company Policies:

Client agrees to the following Company Policies:

- Company reserves the right to change its fees and policies at any time without notice to the Client. Company reserves the right to modify the services provided for the health and safety of the Pets and/or Company which may result in additional fees and costs when necessary.
 - Federal holidays require an extra fee for services and may not be available for scheduling.
 - Cancellation of service must be received by 9 AM on the date of service or before the Company's arrival. Otherwise, the visit will be charged in full with no refund or credit. Exceptions for inclement weather or disaster allows for cancellation without charge or penalty. Reservations are made to plan the Company's availability to clients; please be respectful of our schedules.
 - In the event of an emergency, severe weather, or disaster, pet care visits may be canceled or modified for the safety and health of the Pet and/or Company.
 - Client authorizes the use of Pet's pictures or videos on a website, social media, and/or marketing materials for promotional purposes.
 - To protect the Company's privacy, the Client and the Client's representatives are prohibited from publicly sharing any video, image, or photograph obtained during service without the Company's express permission. There is an expectation of privacy that prohibits the use of cameras and video or audio surveillance in private areas such as bathrooms and sleeping areas.
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E. Waiver, Disclaimer, Indemnification, and Other Limits of Liability:

- Company is not responsible for damage to the Client's home or property beyond the Company's control. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the Company will attempt to contact the Client and then the emergency contact before making a subjective decision on dealing with the problem. The Client will pay for (or reimburse the

Company within 14 days if the Company incurred costs and fees) all repairs and related fees, including repairs costs and any additional fees for emergency service time and repair coordination.

- Company is not responsible for any damage to Client's property unless such damage is caused by the Company's own negligent act.
 - Company accepts no responsibility for the security of the Client's premises or loss if individuals other than the Client have access to Client's home or property or if the home is not properly secured. Company is not liable for any loss or damage in the event of a burglary or other crime that occurs while under this Agreement. The Client agrees to secure their home before leaving the premises. Company will re-secure the home to the best of its ability at the end of each visit.
 - Client is responsible for pet-proofing Client's house and property, especially the security of doors, fences, gates, or latches. Company will not be responsible for the safety of the Pet with unsupervised access to the outdoors or liable for any injury, disappearance, death, legal consequences, or fines that may occur.
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F. Other General Limits of Liability:

- **Assumption of Risk:** Client realizes that the Pet is a creature capable of and given to independent action, and may cause injury or damage to a person, another animal, or to property. Client understands and agrees that the Client is 100% liable legally and financially for the Pet and the Pet's actions at all times, and the Client assumes all risks and liability related to the Pet and this Agreement.
 - **Waiver/Release:** To the fullest extent allowed by law, the Client, on behalf of the Client and the Client's heirs, representatives, and assigns (the "Client Parties"), assumes all liability, legal, and financial responsibility for the Pet, and releases Company and its members, managers, employees and independent contractors ("Company Parties") from all liability, damage, injury, loss, or claim related in any way to the Pet and this Agreement ("Covered Claims").
 - **Indemnification:** To the fullest extent allowed by law, the Client, on behalf of the Client and all Client Parties, agrees to hold Company and all Company Parties harmless for any Covered Claim, including Covered Claims asserted by any third parties, and to indemnify Company and all Company Parties for any Covered Claims by any third parties, including but not limited to Company's and the Company Parties' attorney's fees and costs.
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G. Cancellation and Termination:

- Company reserves the right to terminate this Agreement, for any or no reason, including situations in which: (a) in the Company's sole discretion, the Pet presents an imminent danger to Company or any other person or animal, or (b) Client breaches any term or condition of this Agreement.
- The Client may terminate this Agreement with notice in writing to Company, but Company must confirm in writing via Time to Pet, email or text for the notice to be effective. If the Client terminates the agreement after Company has already performed services under this Agreement, Company reserves the right to charge the Client and the Client owes Company a reasonable rate for the services performed up to the date of termination. Upon termination of this Agreement, Company's duties shall terminate, but the other provisions of this Agreement shall continue in full force and effect.
- In the event of an emergency or if Client is unable to return and assume care of the Pet(s), Client's emergency contact(s) will be requested to take over the care of Pet(s) until final pet guardianship is determined by arrangements made in Client's will or other legal documents. Please notify the person(s) listed as emergency contact that Paw Prints Pet Services have been given their contact information. If a pet is considered abandoned, Company will, in its sole discretion, determine whether to rehome the pet or relinquish it to Animal Control or another animal rescue organization of its

choice. Client fully understands and agrees that if the pet is abandoned, there will be no recourse against Paw Prints Pet Services, its agents, owners, and employees, as well as persons involved with the re-home, transportation, or the involved shelter/rescue if unable to retrieve possession of Pet.

- If the Client fails to reclaim the Pet or this Agreement is terminated, the Client authorizes the Company to place Pet with the emergency contact, in a kennel or appropriate facility or other care option. The Client shall be responsible for all subsequent liability and charges, including but not limited to, transportation, kenneling, and tranquilizing the Pet and the Client shall reimburse the Company for any fees, costs, or expenses within 14 days.

H. Miscellaneous Provisions:

- **Enforceability and Modification:** This Agreement contains the entire Agreement between the Parties, and it may be changed only in writing signed by the Parties. The Agreement may be executed in counterparts, and faxed, scanned, or electronic copies shall be deemed an original. Client consents to using electronic signatures. Throughout this Agreement, the singular includes the plural and vice versa. To the extent any provision in this Agreement is deemed to be unenforceable, the remaining provisions shall remain in full force and effect.
- **Applicable law, jurisdiction, and remedies:** This Agreement shall be governed by the laws of the Commonwealth of Virginia, without regard to where the Parties sign the Agreement. In the event of a dispute, Company and Client agree to submit to the jurisdiction of the courts of the Commonwealth of Virginia and Fairfax County, Virginia. Company may bring suit against the Client in Fairfax County, Virginia. Any litigation against the Company shall be brought in a court of competent jurisdiction for Fairfax County, Virginia. In the event of litigation, the substantially prevailing party shall be entitled to reasonable attorney’s fees, expert witness fees, and costs from the other party.

By signing below, the Parties indicate that they have reviewed this Agreement and agree to be bound by its terms.

Client’s Printed Name: _____

Signature: _____ Date: _____

PAW PRINTS PET SERVICES LLC

BY: Jane Torok, Member/Manager

Signature: _____ Date: _____