



Furs Responders
Premier Pet Sitting

Client Service Terms and Conditions

1. Furs Responders, LLC agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services, and as an express condition thereof, the client expressly waives and releases Furs Responders, LLC from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of Furs Responders, LLC.
2. Client agrees to notify Furs Responders, LLC of any concerns within 24 hours of completion of services.
3. Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of the commencement of services unless otherwise agreed upon supplementary payment terms.
4. Client will incur a \$25 charge for each returned check in addition to any and all bank fees attributed to the returned check.
5. Furs Responders, LLC shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). Furs Responders, LLC is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of Furs Responders, LLC.
6. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations.
7. Furs Responders, LLC will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
8. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
9. Client agrees to indemnify, hold harmless and defend Furs Responders, LLC in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
10. Furs Responders, LLC reserves the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with less than 24 hours' notice prior to the scheduled service.
11. Furs Responders, LLC reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, Furs Responders, LLC will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes Furs Responders, LLC to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.
12. Furs Responders, LLC reserves the right to refuse service to any client, at any time, for any reason.
13. This document gives Furs Responders, LLC and its representatives, authorization to enter the Client's listed address as needed to perform agreed upon services.
14. Client expressly gives Furs Responders, LLC the authority to employ a locksmith on their behalf and to promptly reimburse Furs Responders, LLC for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
15. Furs Responders, LLC is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
16. Client agrees to properly secure the home prior to leaving the premises. Furs Responders, LLC will re-secure the home to the best of its ability at the end of each visit.

17. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes Furs Responders, LLC to use reasonable judgment for the care and well-being of Client's pet(s) and residence. Furs Responders, LLC will make reasonable efforts to maintain service during these conditions, but reserves the right to adjust the schedule of service, based on the sole discretion of the Pet Sitter.
18. Furs Responders is not responsible for any damages beyond the control of the Pet Sitter.
19. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase of necessary supplies for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Furs Responders, LLC with 14 days.
20. Client authorizes the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes.
21. Client authorizes this contract to be valid approval for services so as to permit Furs Responders, LLC to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
22. The Term of this document applies to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

I have read the above terms and conditions. I know, understand and agree to all terms stated above. By Signing below, I am accepting this document as a contractual agreement.

Printed Client Name

Client Signature

Date

Office Notes:

COVID-19 Protocol:

- All our Wranglers (staff) are using hand sanitizer and complying with frequent hand washing recommendations before and after each visit.
- We are limiting contact with all surface areas in your home.
- Any Wrangler feeling ill, will be required to stay home. They are being advised to comply with all social distancing practices both in public and at work and wear face masks, if required.