

PHILLY FIT DOG, LLC TERMS AND CONDITIONS

Pet comfort, safety and security of your home, are the cornerstones of Philly Fit Dog, LLC. Our company provides at home pet care while owners are away or for owners who need a helping hand. Whether you go on vacation, a business trip, need a midday visit to walk, feed, cuddle, or medicate your pet, Philly Fit Dog, LLC can do it when you cannot. All our services are provided in a reliable, trustworthy, and caring manner.

**Please note that Policies and Procedures are subject to reasonable changes and amendments which may be implemented from time to time.

Meet and Greets: Please plan ahead to obtain services on the dates you desire. A free in-home consultation/meet and greet is required prior to reservations for all new clients. While we can tentatively pencil in your dates, we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. You will be provided with a QR code and lock box at this meeting. Both the QR code and lock box are your responsibility. You will be charged \$25 for the lock box unless you have your own. And if you lose the QR code it is a \$5 replacement fee for a new QR code which we must implement and will do so at our earliest convenience.

Pet Profiles: You will be set up in Pet Check Technology and it is your sole responsibility to update/change the information in your profile as needed. If this information is not up to date, we do not take responsibility for the actions we take being wrong when caring for your pet. We will follow what you have listed in the profile.

Pet Check Technology: Pet Check Technology is a third party online pet system that we use for scheduling, pet profiles, GPS tracking and scanning in/out of each visit. If pet Check Technology crashes, has a glitch or isn't working correctly for whatever reason, we will do our best to work around the problems. We will email you with your update about the walk/run if the system isn't working properly and notify Pet Check Technology of any issues. If a GPS map is not tracking properly, we will do everything to fix this by notifying Pet Check Technology but we do not take responsibility for the issues that Pet Check Technology experiences.

Overnight/24 hour care and Pet Check Technology: For overnight care and 24 hour care we will scan in for the visit and immediately scan out to notify the client that we arrived with a short update. We do NOT stay scanned in for the entire overnight or 24 hours. For an overnight we will update the client via email at the completion of the service the following morning. For a 24 hour visit we will update the client when we scan in for the following 24 hour visit if they have back to back visits with the same pet sitter or via email if it is the last visit for that pet sitter/the only 24 hour visit that they have scheduled. And we require a place for sleeping since we will be spending the night (i.e. bed, couch, blow up mattress).

Keys/lock boxes: To minimize the chance of misplaced, lost or stolen keys we operate with a "lock box system". We require that 2 (two) sets of working keys be put into your lock box and your lock box will be attached to your house/apartment or where you specify. You will purchase a lock box at a reduced rate from Philly Fit Dog, LLC for 25 dollars, buy one on your own or use a lock box that you already have. If you chose to purchase a box from Philly fit Dog, LLC the cost will be added onto the cost of the first meeting. The function of the lock box is your responsibility. So please check to make sure it is in working order periodically (especially in the winter) so we can get inside to care for your pet. If we cannot get inside of your home due to a lock box not working properly, we will notify you immediately.

Reservations: For your convenience you can login to Pet Check Technology and schedule all of your services that you require. You can pick the days and times that you need dog walks, runs or pet sits. We arrive for each visit within a 2 hour window around your requested time. If you wish to have care for your pet the following day, you must schedule by 7 pm the day before. If you schedule after that time, Philly Fit Dog, LLC reserves the right to deny the request due to the last minute nature. If you schedule incorrectly (i.e. type of service, time of day, etc), it is your responsibility to email Philly Fit Dog, LLC with the adjustments you want made by 7 pm the day before the requested/scheduled service (you can attempt to email after this time and we will do all we can to accommodate your request). Do NOT simply make a note in the appointment, you must email info@phillyfitdog.com for the adjustments to be made.

Cancellations – Dog walking and running: If you cancel you must do so 2 hours before the window of your scheduled walk or run and you will not be charged. If it is after that, you will be charged for the service.

Payment – Fees are earned upon the completion of dog walking, dog running and pet sitting. All clients are charged the Sunday after the visits from that week are completed. The accepted method of payment is credit card through a secure site (Pet Check Technology). Clients will be charge each Sunday after the service is completed. Please provide Philly Fit Dog, LLC with a valid credit card with your name as it appears on the card, billing address and be sure to update this information if it changes in the future in your profile.

Past Due Accounts: Any fees more than 30 days past due will be sent for collections. Client is responsible for all costs of collection.

Supplies for walk/run: It is the owner's responsibility to provide more than adequate amounts of food, litter, treats, medications, poop bags, leashes and collars and other items needed for complete care of their pets. If we have to purchase anything necessary for the care of for your pet, it is your reasonability to reimburse Philly Fit Dog, LLC

Minimum Visits for Vacation Pet Sitting: Philly Fit Dog, LLC requires a minimum of two visits per day but we understand that some clients have other care available to them. The two visits do not have to be with us but we do not take responsibility for what you schedule for your pet. It is your responsibility to provide your pet with the necessary amount of care.

Philly Fit Dog, LLC reserves the right to deny service or terminate service because of safety concerns, financial issues, or inappropriate or uncomfortable circumstances.

Visitors: Please notify Philly Fit Dog, LLC if others (housekeepers, pest control service, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Philly Fit Dog, LLC's services have been engaged.

Philly Fit Dog, LLC, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while Philly Fit Dog, LLC is caring for your pets.

Last minute requests/Emergencies: Last minute requests are considered after 7 pm the day before the requested visits. If you schedule after 7 pm, we can NOT guarantee that your pet will be on the schedule for the following day. But please feel free to email if an unexpected need arises. We will make every attempt to accommodate your needs for service on short notice depending on our availability.

Inclement Weather: We will do our best to get to your house in any weather to care for your pet. But we reserve the right that this may be impossible and out of our control to make it to your house if the weather does not allow us to. Furthermore, we reserve the right to be late due to the weather conditions but we will do our best to make it everywhere on time. If in the event of inclement weather, Philly Fit Dog, LLC has requested on your Client Profile the name and phone number of a person living nearby (emergency contact). If Philly Fit Dog, LLC is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.

Unsecured pets: Philly Fit Dog, LLC will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The Philly Fit Dog, LLC does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

I/we have read and agree to the above Policies & Procedures, and intend to be jointly and severally legally bound thereby.

Print Name: _____

Signature: _____

Date: _____