The DogSmith General Terms & Conditions.

Please note that all our service agreements can be found at www.DogSmith.com

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals..

- A signed Service Contract must be provided to your DogSmith Business owner before service is provided for any period.
- Payment in full is due at the time of reservation. Reservations are not held until payment in full is received by the DogSmith Franchise Owner.
- There will be a $50.00 service charge for each returned check.
- Cancellation Charges are as follows. 8 days prior to service or more there is no cancellation fee. There is a 20% cancellation fee if cancelled within 2-7 days. There is a 100% cancellation fee within 48 hours or within 7 days of a recognized holiday date.
- Reservations are made to guarantee and secure a Pet Care Technician for our clients, therefore, clients returning home early will not be eligible for a refund..
- DogSmith is not responsible for wilted, dead or otherwise unhealthy plants. DogSmith will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. Please place all indoor plants together on a waterproof surface in plain sight, as your Pet Care Technician is not responsible for water damaged areas or missed plants.
- DogSmith is not responsible for damage to the home beyond the control of the Pet Care Technician. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will contact your designated emergency contact. All repairs and related fees will be paid by the client, or fully reimbursed to DogSmith within 7 days.

- DogSmith is not responsible for any damage to the clients property, unless such damage is caused by the negligent act of the Pet Care Technician. The DogSmith agrees to remain fully insured and bonded.
- DogSmith accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured on the clients departure
- All other individuals that visit the home will leave a log of their visit so the Pet Care Technician can note their activity.
- DogSmith is not liable for any loss or damage in the event of a burglary or other crime that could occur while the home is under this contract. The pet owner agrees to secure their home prior to leaving the premises. DogSmith will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Care Technician, they will be either be on the Pet Care Technicians physical person, or be properly stored at an undisclosed location.
- The pet owner must have the legal rights to place the animals in the care of a DogSmith Technician. T
- The Pet Care Technician cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without the necessary signed agreements by the rightful owner(s).
- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- The pet owner is responsible for pet-proofing the house and yard, and the security fencing, gates and latches.
- DogSmith will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- DogSmith is authorized to seek any emergency veterinarian assistance needed during this agreement at the cost of the client, from any veterinarian, as chosen by the Pet Care

Technician. However, the DogSmith is not responsible for the health/well being of the animal.

- The pet owner is responsible for supplying the necessary, safe equipment, supplies and crates, needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc for walks or in the case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter.
- The pet owner authorizes any purchases necessary for the satisfactory performance of pet care duties. The pet owner agrees to be responsible for the payment of such items, as well as service fees for obtaining these items and will reimburse DogSmith within 7 days for all purchases made.
- The pet owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Care Technician, or other persons, by the Pet. The customer agrees to indemnify, hold harmless, and defend DogSmith, in the event of a claim by any person injured by their Pet.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". DogSmith will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- Future Services: I authorize this contract to be valid approval for services so as to permit DogSmith to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- DogSmith reserves the right to terminate this contract at any time if the Pet Care Technician, in his/her sole discretion determines that the owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Care Technician. If concerns prohibit the Pet Care Technician from caring for the pet, the owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including

but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the pet owner. .

- DogSmith agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. .
- Client agrees to notify DogSmith of any concerns within 24 hours of their return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations or Agreements. The client agrees to any future DogSmith term changes relayed in writing to the client, mailed or emailed or posted on our website under the heading Terms .
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client Name:

Client Signature:

Date: