

SERVICE AGREEMENT

Aunt Hope's Pet Care, LLC 119 History Place, Morrisville NC 27560
www.aunthope.com 574-855-6026 aunthopespetcare@yahoo.com

Policies & Fees: By scheduling or using our services, you acknowledge that you have read, understand, and agree to the policies, Terms of Service, rates, and fees published on our website at www.aunthope.com.

Aunt Hope's Pet Care, LLC (doing business as Hope Polenica) reserves the right to modify its policies, Terms of Service, rates, and fees at any time. The most current version will always be available on our website. It is the client's responsibility to review the website periodically for any updates prior to booking services.

Initial Consultations: A Meet & Greet consultation is required for all new clients before any services can be confirmed or provided. Service requests submitted before the Meet & Greet is completed are considered tentative and do not reserve a place on our schedule. Requests may be canceled if the consultation is not completed within a reasonable timeframe. To help secure your desired service dates, we recommend scheduling a meeting well in advance, especially before the holidays and other peak travel periods. A Meet & Greet is generally complimentary; however, an additional fee may apply to short-notice consultations.

Access to the Home: Before services begin, please verify that your key works, all locks are functioning well, that we have the correct keypad code, and that batteries are fresh in the keypad entries. Select a unique door code to be used only by the pet sitter. A garage door opener or garage code will not be accepted as the sole means of entry as a power outage will prevent access to the home. We require independent and reliable access to the home in the form of a key or keypad code. We are unable to wait for clients or others to provide access to the home, or coordinate around a specific arrival time for access. If you are unable to keep a key on file with us, you may: a.) Deliver a temporary key to our business address and retrieve it after service is completed b.) provide a secure lockbox at your home for the key c.) Pay a fee for key pick-up and drop-off service. We will not lock keys inside of the house after the last visit; if the client's return is delayed we may need to return and continue additional pet care visits.

Request for Service- Clients are responsible for scheduling and maintaining the accuracy and integrity of their own schedule through the booking portal. A reservation is not added to our calendar unless the client receives an email confirmation for each visit. Please contact us immediately if you have not received the email confirmations for your requested appointment(s). Short notice and special arrangements may be submitted via text to 574-855-6026 and must include: calendar dates, preferred arrival times, and the desired length of time for EACH visit. To avoid errors or confusion, all requests must be clearly submitted in writing. Verbal requests are not accepted, and recurring visits are never assumed or automatically scheduled.

Tentative Appointments- While we strive to be flexible, we cannot hold the schedule for soft bookings, tentative & unconfirmed requests, nor can we guarantee availability at a future date/ time on short notice. Availability is on a first-come-first-serve basis. All appointments on our calendar (tentative or otherwise) are subject to the standard policies and applicable fees. We recommend firming up your plans before scheduling with us.

Minimum Visits for Vacation Pet sitting: Your pet's safety and well-being are the number one priority. In order to ensure your pets are thriving, we require a minimum number of visits while you are away:

One visit per 24 hours for healthy adult cats and small animal species.

Two visits per 24 hours for kittens, and for ailing cats and small animal species.

Three visits per 24 hours for most healthy adult dogs (able to go 6-8 hours between potty breaks).

Four visits per 24 hours for ailing dogs, crated dogs, puppies, and for certain special needs pets.

Limitations of Pet Sitting: We do not provide vacation pet sitting to puppies less than 16 weeks old. We will not agree to every-other-day cat visits, or twice per day dog visits. Aunt Hope's Pet Care, LLC reserves the right to determine whether a requested visit schedule is appropriate for the individual needs of a pet. Clients are responsible for selecting a service schedule that provides adequate care and supervision. Aunt Hope's Pet Care, LLC is not responsible for issues arising from pets being left unattended for periods beyond our recommended guidelines.

Return Home Policy: Clients are required to send an 'I'm home' text to 574-855-6026 upon returning from a trip. This notification informs us to end the scheduled pet care. It also helps ensure continued pet care if you are delayed returning home. If we do not receive an "I'm home" notification, we will assume you have not yet returned and your pets still require care. Aunt Hope's Pet Care, LLC may use its discretion to provide additional visits as needed. Any additional visit will be billed, including situations where the sitter arrives at the client's home but care is no longer needed because the client has not notified us of their return.

Arrival Times: Aunt Hope's Pet Care, LLC does not guarantee an exact arrival time for visits. However, we generally arrive within 30-60 minutes of the scheduled time. Our calendar is arranged into two-hour time blocks and we use this window to prioritize special needs pets, to accommodate for travel delays, and for any last minute or unexpected events. Scheduling priority is given to pets requiring medication and to those with special needs. Vacation dogs are generally tended to first in the morning. Healthy cats are visited after the morning dog visits have been completed. Clients requesting only one visit per day are given a four hour arrival window (morning, afternoon, or evening).

Length of Visits: Aunt Hope's Pet Care, LLC reserves the right to shorten or extend a visit when circumstances require. This may include, but not limited to, inclement weather, aggressive pet behavior, awkward or unsafe conditions, inadequate time scheduled to complete requested duties, extensive cleanup of pet-related accidents, pet care or other emergencies, lockouts, or maintenance issues at the client's property. Visit time begins when the sitter arrives at the client's location. Delays arising from difficulties accessing the home, troubleshooting, and lengthy client conversations may reduce the time available for pet care.

20 Minute Visits: are exclusively available to neighbors within 2 miles of travel. All other appointments are scheduled at a 30 minute minimum.

Overnight Pet Sitting: Is a 9 hour service (10pm-7am). It includes your pets' bedtime routine with potty break, plus their breakfast routine and potty break the following morning. Any care desired outside the hours of 10pm-7am will need to be scheduled separately with additional visits.

Required Vaccinations: Client attests that all pets are current on licenses and vaccinations required by the state, city, and county in which they reside. Pets are required to wear their current rabies medallion during all pet sitting visits. Clients are also required to leave a copy of their pets vaccination records accessible to the pet sitter at all times. In the event of an emergency, a veterinarian will require proof of rabies vaccination before your pet can be accepted into their care.

Dog Walking Equipment: For the safety of your pet and our sitters, all dogs are required to wear a properly fitted no-slip harness and be secured with a standard six-foot leash. Aunt Hope's Pet Care, LLC does not rely on the safety of collars or retractable leashes. If your pet does not have the required equipment, we are happy to provide our own temporarily until you are able to obtain them.

Loss of Animal: Clients are responsible for ensuring that all pets wear a current rabies tag and an identification tag displaying the pet's name and a current phone number. Clients must also disclose any known behaviors or circumstances that may increase the risk of escape, including aggression, bolting, escaping, or leash reactivity. Aunt Hope's Pet Care, LLC is not responsible for the loss of a pet resulting from undisclosed behaviors, failure or malfunction of client-provided equipment, or other circumstances beyond our reasonable control. Aunt Hope's Pet Care, LLC is not responsible for the loss, injury, or death or legal consequences of a pet that is intentionally granted unsupervised outdoor access at the client's direction. Any resulting legal or other consequences remain the responsibility of the client.

Third Parties- Clients are responsible for notifying Aunt Hope's Pet Care, LLC of any third parties who will have access to their home during scheduled service periods, including repair personnel, cleaners, family members, friends, or other visitors. Clients should ensure that all third parties are aware of our scheduled visits. We reserve the right to suspend or terminate pet care services if an undisclosed third party is given access to the property during a scheduled service period. Aunt Hope's Pet Care, LLC is not responsible for loss, injury, death of a pet, or damage to property resulting from the actions, access, or presence of an unauthorized or undisclosed third party. Any access by third parties may also affect the applicability of our insurance or bonding coverage.

Shared Pet Sitting: Aunt Hope's Pet Care, LLC does not generally permit shared pet-sitting arrangements due to safety and liability concerns. If a client has unique circumstances that require shared care, an exception may be considered and must be approved in writing by Aunt Hope's Pet Care, LLC before services begin. When shared care is approved, the client acknowledges that the presence or involvement of another caregiver may affect our liability and bonding coverage. Aunt Hope's Pet Care, LLC is not responsible for loss, injury, death of a pet, or damage to the client's property resulting from the actions or involvement of another caregiver.

Communicable disease: Clients must disclose any known or suspected communicable disease or contagious condition affecting their pet before services begin. This information is important to protect the health and safety of other pets and our pet sitters. Aunt Hope's Pet Care, LLC reserves the right to decline, postpone, or discontinue services when a pet has, or is suspected of having, a communicable disease or contagious condition.

Medical Emergencies: If a medical concern arises during care, Aunt Hope's Pet Care, LLC will first attempt to contact the client. If the client cannot be reached, we will contact the emergency contacts listed in the client's file. If neither the client nor an emergency contact can be reached within a reasonable timeframe, Aunt Hope's Pet Care, LLC is authorized to use its discretion to transport the pet and/or seek veterinary care as circumstances require. For routine or non-emergency medical needs, we will make reasonable efforts to arrange care with the veterinarian of the client's choice, provided the clinic is within a reasonable travel distance and scheduling permits. In an emergency, we will seek care from the nearest available veterinary facility. All veterinary, transportation, medication, and related medical expenses are the responsibility of the pet owner, except to the extent caused by the gross negligence or willful misconduct of Aunt Hope's Pet Care, LLC.

Errands, Pet Supplies and Medical Care: Clients are responsible for the cost of pet food, medications, veterinary care, and other supplies or services required for their pet's care. A trip or errand fee will apply when Aunt Hope's Pet Care, LLC is required to make a purchase, pick up supplies or medication, or make a trip to a veterinary facility on the client's behalf.

Severe and Inclement Weather: We walk dogs rain or shine and will make every reasonable effort to arrive for scheduled visits as long as conditions allow us to travel and work safely. During severe weather, we may shorten outdoor time and provide indoor exercise, enrichment, and companionship for the remainder of the visit. If weather conditions make it unsafe or impossible for us to reach your home, we may cancel or postpone the visit until it is safe to resume services. When possible, we will contact the client and/or emergency contacts for assistance with pet care during the interruption. No cancellation fee will be charged for visits canceled by Aunt Hope's Pet Care, LLC due to unsafe weather conditions. Client-requested cancellations due to weather are subject to our standard Cancellation Policy.

Natural Disasters: In the event of a pending or imminent natural disaster or other emergency that threatens the safety of the client's pet(s), the client authorizes Aunt Hope's Pet Care, LLC to relocate the pet(s) to a safe location as reasonably necessary.

Security Systems: Clients are responsible for providing valid and working security system information before services begin, including the passcode, password, alarm company contact information, and instructions for arming and disarming the system. We recommend creating a separate security code specifically for pet-sitting services and notifying your alarm company that the code will be used by your pet sitter.

Lockouts: If a locksmith is required to access the client's property, the client authorizes Aunt Hope's Pet Care, LLC and the locksmith to enter the property as necessary to provide scheduled services. The client is responsible for all locksmith fees and other costs incurred as a result of the lockout.

Insurance & Bonding- Aunt Hope's Pet Care, LLC is insured and bonded through Pet Care Insurance and Certain Underwriters at Lloyd's, London. Our coverage includes general liability and broadened property damage. Proof of insurance will be available for review during the initial consultation, and clients may request a copy of the current certificate of insurance at any time.

Limitation of Liability- Aunt Hope's Pet Care, LLC will make every reasonable effort to provide safe, responsible, and attentive care for your pet(s). Clients acknowledge the inherent risks associated with pet ownership, including, but not limited to, bites or injuries to people or other animals, interactions between pets in the home, and encounters with other wild or domesticated animals during walks or outdoor activities. Clients remain responsible for their pet(s) and agree to indemnify and hold harmless Aunt Hope's Pet Care, LLC from claims, losses, damages, or expenses arising from the actions or behavior of their pet(s), except to the extent caused by the negligence, gross negligence, or willful misconduct of Aunt Hope's Pet Care, LLC. Aunt Hope's Pet Care, LLC will exercise reasonable care while accessing and caring for pets inside and outside the client's home. Clients acknowledge that circumstances beyond our control—including acts of nature, faulty or improperly maintained equipment or property, and the actions of third parties or unrestrained animals — may result in injury, loss, or property damage. To the extent permitted by law, clients agree to indemnify and hold harmless Aunt Hope's Pet Care, LLC from claims, losses, damages, or expenses arising from such circumstances, except to the extent caused by our negligence, gross negligence, or willful misconduct. Recommendations of products, services, or other pet-care resources are provided as a courtesy and do not constitute a guarantee of their quality, suitability, or performance.

Pet Abandonment: Aunt Hope's Pet Care, LLC will make reasonable efforts to contact the client and emergency contacts if a pet has not been picked up by the scheduled pickup date or the client's stated return date. If the client remains unreachable for three consecutive days after the scheduled pickup or return date, and no prior arrangements have been made regarding an inability to communicate, we may consider the pet abandoned and make alternate arrangements for its care, consistent with applicable law. Alternate arrangements may include transferring care to an emergency contact, arranging boarding at another location or facility, or contacting an appropriate animal shelter, rescue organization, or other caregiver. The client is responsible for all costs associated with alternate care and agrees to indemnify and hold harmless Aunt Hope's Pet Care, LLC from claims, damages, or expenses arising from arrangements made in accordance with this policy and applicable law.

Sitter Emergency: In the event of the sitter's illness, injury, personal emergency, or other unforeseen circumstance that prevents the sitter from providing scheduled services, the client authorizes Aunt Hope's Pet Care, LLC to arrange for another qualified pet care provider to fulfill the agreed-upon services. The client will be notified as soon as reasonably possible.

Payments: We accept cash, check, Zelle, and Apple Pay. Payments made through our Venmo business account (@aunthope) are subject to a 1.9% + \$0.10 transaction fee per charge.

Payment Disputes: There is a \$35 fee for returned checks and payment disputes.

Late payments : A late payment fee may be applied to delinquent balances. Accounts remaining unpaid for 90 days may be referred to a collection agency or pursued through small claims court or other appropriate legal remedies. The client is responsible for any collection costs, filing fees, court costs, and other expenses associated with recovering an outstanding balance to the extent permitted by law.

Social Media — Optional Consent: This consent is optional and does not affect your ability to use Aunt Hope's Pet Care, LLC's services. Personal information, including my name, address, phone number, or other identifying information, will not be shared without my permission.

- ☐ I give permission to Aunt Hope's Pet Care, LLC to photograph and use images of my pet(s) on social media and for promotional or advertising purposes.
- ☐ I do not give permission for images of my pet(s) to be used for social media, promotional, or advertising purposes.

This contract is valid for future services without additional written consent

Dates of initial pet sitting: _____ #visits per day: _____

Requested Time(s) of day for each visit: _____

Notes: _____

Signature (Pet Guardian) _____ Print Name _____ Date _____

Signature (Pet Sitter) _____ Print Name _____ Date _____