

Service Contract, Policies and Procedures

The parties hereto agree to the following:

1. The term AlleyCat's Pet Service, Inc. as used refers to the owners, employees, and subcontractors of the company known as AlleyCat's Pet Service, Inc.
2. **Confirmation of service**
AlleyCat's Pet Service, Inc. will confirm, via portal and email, the dates/times of service when service is scheduled. A reminder will also be sent via portal three days prior to the first scheduled visit. Should any changes be needed, client will notify us immediately by messaging in the portal or by using the cancellation feature in the portal/app..
3. **Delayed return**
Client will notify AlleyCat's Pet Service, Inc. in the event they are delayed in returning home. Client further agrees to pay AlleyCat's Pet Service, Inc. for any additional visits required until Client returns home.
4. **Cancellation policy for vacation visits**
 - 14 or more days before first visit - 100% refund or credit to account (client's choice)
 - 3 to 13 days before first visit - 75% credit to account
 - 2 days or less before first visit - no refund or credit
 - There will be no refund in the event of an early return.
5. **Cancellation policy for daily/weekly/recurring visits**
 - Cancellations for daily/weekly/recurring visits must be made at least 24 hours prior to the scheduled visit or the client will be charged.
 - If the visit is canceled more than 24 hours in advance and the invoice has already been paid, client will receive a credit on their account for the amount of the visit to be used on a future invoice.
 - If the visit is canceled more than 24 hours in advance and the invoice has not been paid, the client will not be charged.
6. **Holiday surcharges** (\$5 for 30-minute visits and home visits with no pets; \$10 for 1-hour visits; \$20 for overnight visits). Visits that fall on the following holidays will incur a surcharge:
 - Memorial Day
 - 4th of July
 - Labor Day
 - Thanksgiving
 - the day after Thanksgiving
 - Christmas Eve
 - Christmas Day
 - New Year's Eve
 - New Year's Day

7. Entry to client's home/property

- AlleyCat's Pet Service Inc. does NOT keep client keys (special cases will be considered, i.e. apartment complexes or other specific properties where there are limitations or rules).
- Client agrees to providing one or more of the following ways for AlleyCat's to enter the home:
 - Keyless entry (garage door or other door keypad); AlleyCat's prefers not to use any "app style" keyless entry
 - Hide-a-key
 - Lockbox (AlleyCat's can provide a lockbox for an additional fee)
- If keyless entry will be utilized, client MUST provide an alternative way for us to gain access to the home via hide-a-key or lockbox (this is in case of a battery/power failure or other equipment malfunction).

8. Medical care of pets and emergency care

- If a pet becomes ill while under the care of AlleyCat's Pet Service, Inc., and medical care is needed, AlleyCat's Pet Service, Inc. representative will attempt to contact the client for direction.
- If the client is unable to be reached, client authorizes an AlleyCat's Pet Service, Inc. representative to transport the pet to the client's veterinarian or one who is available to seek medical care.
- Client authorizes AlleyCat's Pet Service, Inc. representative to approve any emergency treatment recommended by said veterinarian when the cost of treatment is within the limits authorized in the "Veterinarian Release Authorization Form".
- Client agrees to reimburse AlleyCat's Pet Service, Inc. for any expenses incurred including transportation charges, time, and vet costs.

9. Payment policy

- Vacation visit payment policy - All reservations will be on a pre-pay basis, not including monthly-invoiced clients.
- For vacation reservations, payment is due seven days prior to the first scheduled visit.
- If visits are scheduled within 48 hours or less of booking date, payment is due at the time of booking. No exceptions.
- For daily/weekly/recurring clients who are invoiced monthly, payment is due on the last day of each month.
- If payment is not received within these time frames, reservation may be canceled.
- AlleyCat's Pet Service, Inc. accepts the following forms of payment:
 - Check (there will be a \$35 service charge for returned checks)
 - Credit card (preferred)
 - PayPal
 - Check mailed to P.O. Box 770025, Winter Garden, FL 34777
 - Cash (least preferred method)

10. Injury or loss of pet at direction of client

- AlleyCat's Pet Service, Inc. is not liable for injury to or loss of any pets allowed, at the direction of the client, access to a doggie door or allowed outside the client's house off lead or unattended.

11. Reimbursement for supplies/materials

- Client agrees to reimburse AlleyCat's Pet Service, Inc. for the cost of materials necessary for satisfactory performance of duties and care of their pets

12. Back-up/Team Approach

- In the event of incompatibility, personal emergency, illness, injury, or unavailability on the part of AlleyCat's Pet Service, Inc. client authorizes AlleyCat's Pet Service, Inc. to arrange for another, qualified individual to fulfill the responsibilities set forth in this contract or to arrange for alternative care of client's pets.

13. Photos

- Client grants AlleyCat's Pet Service, Inc. representatives and employees the right to take photographs of client's pet and to copyright, use, and publish photos on social media or marketing materials.

14. Visit times

- AlleyCat's Pet Service, Inc. will perform scheduled visits within one hour on either side of the specific requested time. For example, if client has requested a 12PM visit, AlleyCat's will arrive between 11AM and 1PM. Exceptions to this rule include younger or very old pets, and/or pets with special needs or medication.

15. Minimum Number of Visits

- While caring for pets when client is out of town, AlleyCat's Pet Service, Inc. requires at least once-a-day visits for all cats, small animals, fish, and reptiles
- When caring for dogs, AlleyCat's Pet Service, Inc. requires at least three visits a day unless dog(s) have access to outdoors via doggie door or is potty pad trained

16. Shared Services

- While it is not preferred, AlleyCat's Pet Services, Inc. will share pet sitting duties should client have additional friends, neighbors, or family members helping or entering the client's home while services are contracted. If there will be other people inside the clients home and helping with the care of home and pets, AlleyCat's Pet Service, Inc. is released of all liability in the event of injury/loss/death of pet, misadministration of medication, damage/theft to the client's home and/or belongings, general miscare of pet and home.

17. Emergency Contact

- In the event of an emergency with client's pets or home, client will be notified first, then the emergency contact on file to be advised on how to proceed.

18. Inclement Weather/Hurricane Policy

- The weather in Florida can vary depending on the time of year. In the event of a hurricane or tropical storm where curfews, shelter in place, or evacuations are ordered during the time your pet(s) are in our care, we will be unable to provide services. We want the best situation possible for your pets during this time.
- Please have in place a solid back-up plan should your sitter be unable to get to your home.
- Get an "evac pack" prepared with items your pets will need should we need to evacuate them from your home (medication, food, bowls, leash/harness with identification).

19. Leash/Supervision Policy

- AlleyCat's Pet Service, Inc. will NOT let an animal outside while not on a leash unless an enclosed area (such as a fenced-in backyard) is available.
- AlleyCat's Pet Service, Inc. will not leave an animal outside unattended even in an enclosed area.
- AlleyCat's Pet Service, Inc. will not use retractable leashes for any dogs over 15 lbs.

20. Communication

- AlleyCat's Pet Service, Inc. prefers to communicate through the Time To Pet portal or app.
- Client will request an account through AlleyCat's Pet Service, Inc.'s website, will complete client profile, and download the free and corresponding app to their phone.

The term of this contract shall commence on this date. Upon client's request to provide services in the future via phone, email or in person, client agrees that this contract shall be extended, in its entirety, without further written authorization.