

Master Pet Service Agreement

This Agreement and the Supplements referred to apply to all visits by your Pet to Fox and Hounds Pet Services Doggie Day Care/Camp (“DDC”), Pet(s) Transportation, Pet(s) Boarding, Overnight Pet Sitting (at Pet’s home) Dog-walking and Drop-in Visits. Unless specified, the terms of this Agreement cover all services Fox and Hounds Pet services provides, including but not limited to, Doggie Daycare/Camp (“DDC”), Pet(s) Transportation, Pet(s) Boarding, Pet(s) sitting, walks, and Drop-in visits.

Fox and Hounds Pet Services, LLC may be referred to as “We, Us, or The Company” in this agreement. The “Owner or pet guardian” may be referred to as “You”, “Your”, or “Owner” in this agreement.

This service agreement will remain in effect between You and the Company until either party discontinues the relationship or until a revised version of this agreement is signed by you.

1. **Services.** We agree to provide the specific services (“Services”) for your Pet(s) for each visit as indicated on the Service Card that will be filled out for each of your Pet’s visits. We will exercise reasonable judgment as we provide the Services.

2. **Payment for Services.** You agree to pay us for the Services we provide to your Pet during each visit at the rates set forth by the start of the visit (collectively the “Charges”). Prices are subject to change without notice and seasonal rates may apply.

All boarding and overnight services are charged per calendar day. Services end by 6pm on final day. Late fees may apply if extended services are required.

Booking Your Reservation and Payment

Bookings will be processed through the Company Website, www.foxandhoundspetservices.com

In the event the website is not working properly, you may call the company to request a reservation and the company will send you an invoice to be paid upon receipt. Once payment is received, your reservation will be confirmed.

Check policy

If you are paying by check, you must issue payment to “Fox and Hounds Pet Services”.

Payment must be received by a Company Pet Sitter, in person, at least 3 days prior to the start of the reservation. We will not accept mailed checks.

If a check is returned to us, we will charge up to \$35 for each returned check. If a check is returned, we will no longer accept checks from you. Full payment, including the service bill and returned check fees, is due immediately upon notification of a returned check. We will not accept any additional reservations for your pet(s), and may not honor pending reservations until your outstanding balance is paid in full.

Paperwork

All required paperwork must be completed and submitted to Fox and Hounds Pet Services via email: info@foxandhoundspetservices.com.

Please provide concise information about your pet(s) needs and the visit. You may provide 1 additional, one-sided page of notes to supplement our forms at no additional cost.

Note: any additional pages of notes will result in a \$5 charge per page

Additional Expenses Incurred

If additional expenses are incurred during the pet's stay, you or your agent must provide written approval prior to services being performed. Ex. Owner requests an extra walk or an exit bath after services have begun. You agree to pay the outstanding balance for such services, by the final day of service.

We are required to return your Pet to you at the time of check-out. You understand, however, that you will remain liable for all Charges incurred during your Pet's stay, and We reserves the right to collect any unpaid balance and refuse to provide future services until the balance is paid in full.

3. Reservations and Pet Sitters

Reservations are accepted and guaranteed once payment is received in full. Services will not begin until we receive full payment. We reserve the right to cancel your reservation request if payment has not been received.

A pet sitter will be assigned to care for your pet(s). In the event the pet sitter assigned is unable to care for your pets due to an emergency or unforeseen event, you authorize us to assign another pet sitter to continue care for your pets. We will notify you in the event there is a change in pet sitters.

4. Cancellations

Boarding/Overnight Services

A full refund is available if you cancel by 12:00pm CT one week before the service begins.

If canceled later than 12:00pm CT one week before the service begins, a 50% refund is available for the first seven canceled days of the stay and a 100% refund is available for any additional days.

Doggie daycare/drop-in visits/walks/pet transportation

A full refund is available if you cancel by 12:00pm CT the day before the service begins.

If canceled later than 12:00pm the day before the service begins, a 50% refund is available for the first seven canceled days of the service, and a 100% refund is available for any additional days.

5. **Your Agent***. You must provide an adult, over the age of 18, as your Agent. Your Agent must also be someone other than the primary Pet Parent(s) and should not be someone traveling with you if you are leaving town. If we cannot reach you, you authorize us to contact your Agent. You agree that your Agent shall have your full and complete authority to make any and all decisions, including those related to the health of your Pet and the expenditure of funds, for or on behalf of you and your Pet.

6. **Emergencies**. In an emergency or natural disaster, every effort will be made to contact you or your Agent to retrieve your Pet. You agree that Fox and Hounds Pet Services, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your Pet until you or your Agent can retrieve the Pet.

You understand it may not always be possible to safely evacuate your Pet.

7. **Identification**. We may require government issued identification before releasing the Pet(s) as we want to be sure we only release your Pet to you, your Agent or such other individual(s) designated by you in writing as authorized to pick up your Pet.

8. **Pet Health and Behavior**. We reserve the right to refuse to accept a Pet at check-in for any reason, including without limit, if it appears to us the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff.

No Pet can stay with us unless the Pet is healthy and we have confirmation from a licensed veterinarian or approved designee that the Pet has received all vaccinations required by Fox and Hounds Pet Services.

If at any time your Pet is found to have fleas or ticks, we may provide the appropriate flea or tick removal treatment, and you authorize us to provide such service at your additional expense.

We may accept certain older Pets and we may administer routine medication for chronic conditions, but we are not equipped to care for acutely sick Pets or aggressive or biting Pets.

You represent that to the best of your knowledge, your Pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us.

If your Pet has been treated for a contagious illness, we cannot accept your Pet for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.

You acknowledge that we may contact appropriate authorities if your Pet bites another Pet or any person.

You acknowledge and agree that in the unlikely event your Pet becomes ill or injured, or if your Pet has a pre-existing condition which is aggravated by its stay, and requires professional attention we will attempt to notify you or your Agent at the telephone numbers you provide.

If we cannot reach you or your Agent, Fox and Hounds Pet Services at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet, and you authorize us to provide any such service at your additional expense. In cases we believe to be critical, we may take your Pet to the veterinarian first before trying to contact you.

If you refuse medical treatment for your Pet, Fox and Hounds Pet Services, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make

your Pet as comfortable as possible until picked up by you or your Agent, and you authorize us to provide any such service at your additional expense. If we cannot reach you or your Agent, we will make healthcare decisions for your Pet based on the recommendations of available professionals.

In the unfortunate event that your pet passes away while in our care, we will hold your pet until you or your Agent are able to pick up your pet within a reasonable timeframe; or if you prefer and authorize us, we can arrange for your pet's cremation through a third party at your expense.

9a. Contact with Other Pets. While your Pet is staying with us, he or she will come into contact with other Pets.

Every effort will be made to ensure the safety of our guests by enforcing strict restrictions on Pets as set forth in Fox and Hounds Pet Services procedures.

You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, YOU RELEASE FOX AND HOUNDS PET SERVICES, LLC AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

If your Pet injures another Pet, you will be solely responsible for any injury to the other Pet(s) as well as your own Pet, and YOU RELEASE FOX AND HOUNDS PET SERVICES AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

Communicable diseases: all Pets are required to be vaccinated while at DDC, Boarding, Pet-sitting, drop-in visits, or being transported. However, it is still possible for a Pet to become ill, even if vaccinated. You understand this risk and agree that Fox and Hounds Pet Services is not liable for any illness suffered by your Pet during or after its stay, including but not limited to:

Tracheobronchitis (CanineCough). Rev. 01/2012

Your Name _____

Pet 1 _____

Pet 2 _____

Pet 3 _____

9b. Flea, tick and heart worm prevention: You certify that your pet is currently on a regime to prevent fleas, ticks and heart worms. If your pet(s) have fleas or ticks we will bathe them and treat them with a topical spray. You hereby authorize this course of treatment and agree to incur such expenses for the treatment if the need arises. You hold harmless Fox and Hounds Pet Services, LLC, its sitters and agents. Fox and Hounds Pet Services will notify you as soon as any health issue including fleas, ticks or heart worms are discovered and we reserve the right to deny service if the pets are ill or have an infestation.

10. Pets not picked up on Departure Date. If you or your Agent do not pick up your Pet at the agreed upon time, you hereby authorize us to continue to provide the Services as set

forth in this Agreement at your expense. If Fox and Hounds Pet Services determines, at its sole discretion, that an extension of Services is required, payment in full may be required prior to extending such Services. Notwithstanding the foregoing, if your Pet is deemed abandoned under local, state, or federal laws or regulations, or in Fox and Hounds Pet Services' discretion as permitted by law, we will follow the Abandoned Pet Procedure.

11. Abandoned Pet Procedure. Unless otherwise required by applicable law, if you fail to pick up your Pet by the designated time:

All Services will stop, with the exception of medication administration necessary to ensure Pet health and safety and basic boarding services (food, water, relief time and shelter). DDC guests may be converted to boarding services if the Pet has not been picked up within the agreed upon timeframe and you shall pay the expense;

We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your Pet is not picked up within a reasonable time period, your Pet will be deemed to be abandoned and that we will deliver the Pet to a third party adoption partner, Animal Control or other similar government agency. You understand that you may lose ownership of your Pet under these circumstances. If you fail to pick-up your Pet for any reason, YOU RELEASE FOX AND HOUNDS PET SERVICES AND ITS AGENTS FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.

You shall remain liable to us for all unpaid Charges, including without limit the court costs and reasonable attorneys' fees incurred in the collection of the Charges.

12. Your representations to us. You represent to us that you are the owner of the Pet and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete. In a custody dispute, we will exercise reasonable judgment based on the known facts and we may, in our sole discretion, require proof of ownership, a written property settlement agreement or court decree.

To the best of your knowledge, your Pet has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.

You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorneys' fees, resulting from misrepresentations by you or your representatives or resulting from your Pet's stay including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.

13. You give unrestricted consent to Fox and Hounds Pet Services LLC and its contractors and employees to use photos and video taken of your pet(s) on the Fox and Hounds LLC website, on social media, internally, for advertising, etc. This consent will remain in effect until rescinded in writing. Any photos taken prior to rescinding consent will remain property of Fox and Hounds Pet Services LLC.

14. Miscellaneous Provisions. This written Agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for in this Agreement.

This Agreement shall bind us and our assigns and you and your heirs and assigns. The law that applies to the Agreement is the law of the state or province and municipality where your Pet is to stay. If there are disputes that result in litigation, the courts of the state or province and municipality where your Pet is to stay shall have exclusive jurisdiction.

15. Personal items. Do not bring items with your Pet that are valuable or irreplaceable. Fox and Hounds Pet Services is not responsible for loss or damage to any personal item or toy left with your Pet.

16. Definitions. The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "We," "us," "our" "DDC", "Boarding", "Pet Sitting", Drop-in Visits", "Pet Transportation" means "Fox and Hounds Pet Services" and its subsidiaries. "You" and "your" shall mean the Pet Parent(s) signing this Agreement. "Pet" shall mean the dog(s) and cat(s) in our care and "your Pet" shall refer to the Pet(s) designated by the Pet Parent in this Agreement.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

Pet Parent Signature _____

Date: _____

Pet Parent Name (print)

Home Phone:

Cell Phone:

E-mail address:

Address (Street or Mailing Address):

City, State, Zip Code:

Agents* who can act on your behalf for all purposes under this Agreement:

Agent 1 Name:

Home Phone:

Cell Phone:

Relationship to Pet Parent:

Agent 2 Name:

Home Phone:

Cell Phone:

Relationship to Pet Parent:

Fox and Hounds Pet Services Associate Initials:

