

Woof-Life Service Contract



This Service Agreement (“Agreement”) is entered into by and between the pet owner, hereinafter referred to as "Client," and Wooflife LLC, hereinafter referred to as "Company." By signing this Agreement, the Client agrees to the following terms and conditions:

SERVICES: The company agrees to provide pet-sitting services to the Client in a reliable and trustworthy manner. The specific services to be provided will be agreed upon by the Client and Company and will be described in detail in the Pet Care Information Form, found in the *Time To Pet* app.

OVERNIGHT RESERVATIONS: Overnight reservations must be paid in full at the time of the reservation. Due to the heavy volume of vacation pet-sitting requests and that we're holding room in our Wooflife LLC schedule, our cancellation policy is as follows:

Cancel more than 14 days before the date of your first scheduled visit: No charge.

Cancel 8 to 13 days before the date of your first scheduled visit: 50% charge of canceled visits due.

Cancel within 7 days of the date of your first scheduled visit: 100% charge of canceled visits due.

PAYMENT: The client agrees to pay Wooflife LLC, 24 hours before the reservation of booking to reserve their services. Accepted forms of payment are Cash, Check, *Venmo*, *Zelle*, and Credit Card through a *Time to Pet* app. Checks must be made payable to Kathleen Young.

REFUNDS OR CREDITS: Wooflife LLC does not offer refunds or credits once service has begun. No refunds or credits are issued for early returns during the course of a pet-sitting reservation.

KEYS: The client will provide Wooflife LLC with a copy of house keys or entry codes before service. The Company agrees to keep the keys and entry codes secure at all times.

OUTDOOR ANIMALS: Wooflife LLC, is not responsible for injury, disappearance, or death of pet(s) with unsupervised access to the outdoors. Unsupervised access includes but is not

limited to pet doors, pets allowed outside, pets left unattended on screened porches, or yards with fences and/or electronic barriers.

LIABILITY: Wooflife LLC, is insured and will provide diligent care to ensure the safety of the Client's pet(s). However, the Client acknowledges that pet sitting includes risks, such as pets' potential for escaping, getting into harmful substances, or being harmed by another animal. The Client agrees to not hold the Company responsible for such incidents.

SECURITY SYSTEMS: Wooflife LLC, is not liable for any charges, fines, or other damages resulting from the malfunction or unintended triggering of home security systems. Wooflife LLC, also reserves the right to disarm alarm systems for the duration of a pet sitting if the system is malfunctioning and requires repair/maintenance by the Alarm Company.

PET SUPPLIES: Clients must provide all supplies related to the care of their pets including but not limited to food, water, bowls, cat litter, poop bags, litter liners, litter box, medications, clean-up supplies, toys, flea/tick control products, leashes, harnesses, and treats. In the event Wooflife LLC must purchase supplies to care for pets, the pet owner will be billed for the supplies purchased, plus a Special Services fee.

EARLY/LATE RETURNS: Please text us once you return home! There are no refunds or credits for unused visits. If your return is delayed, please notify Wooflife LLC, immediately if your pets will require an additional visit.

SHARED PET SITTING: To ensure consistent, top-quality care for your pets we require that Wooflife LLC, be the ONLY pet sitter entering your home during our scheduled service dates. If anyone else will be entering your home during that time (excluding immediate family members who live in the home) Wooflife LLC, releases all liability for the safety and well-being of your pets and home. This policy is to ensure the continuity of care for your pets and home and to maintain the requirements of my pet-sitting insurance.

DISCLOSURE OF CAMERAS: The Client agrees to remove/disable any cameras that may be in the bedroom or bathrooms within the home.

CONFIDENTIALITY: Wooflife LLC, is grateful for your trust in our care for your pets and home. We highly respect your privacy and barring exceptional circumstances, will maintain complete confidentiality on all matters concerning you, your pets, and your home.

ENTIRE AGREEMENT: This Agreement contains the entire understanding between the Client and Wooflife LLC. Any changes must be agreed upon by both parties and added in writing. The Client affirms that they have read this Service Agreement in its entirety and fully understand and agree to its terms and conditions as governed by North Carolina law. Any disputes should be settled in Buncombe County.

Client Printed Name:

Client Signature:

Date: