



## TAILS OF PHILLY SERVICE AGREEMENT

**The parties hereto agree to the following terms & conditions:**

1. The initial term of this contract shall be ongoing until Client cancels service. Client warrants and represents that all information provided to Tails of Philly in its Client and Pet Profile worksheets (hereby and hereafter called "Client Record") is accurate and agrees to notify Tails of Philly of any changes/updates to Client Record.
2. In the event of early return home, Client must notify Tails of Philly with at least 24 hours notice to avoid being charged for unnecessary visit(s).
3. Client agrees that in order to ensure proper care of both pet(s) and home, that it is the client's responsibility to notify Tails of Philly by phone or e-mail once Client has returned home. Should Client fail to notify Tails of Philly of return, Tails of Philly shall continue to provide scheduled service until such notice is received. Client agrees to pay for any additional services at the rates as posted on the company's website Tailsofphilly.com at the time the reservation was made with Tails of Philly.
4. Upon Client's request to provide services in the future via phone, email or in person, Client agrees that this contract shall be renewed or extended in its entirety, without further written authorization. The term of said renewal shall coincide with the service dates as listed on the most recent of an email confirmation or an invoice.
5. Tails of Philly is authorized to perform care and services as outlined herein and in the most recent Pet Profile or Client Profile on file with Tails of Philly. Tails of Philly is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client agrees to reimburse Tails of Philly for expense incurred, plus any additional fees for attending to this need or any expenses incurred for any other home/food supplies needed.
6. Tails of Philly may update its price list at any time without prior notice. Client agrees to pay rates as posted on company website Tailsofphilly.com at time reservation is confirmed. Client agrees to pay any additional fees as defined in the price list on the company website for services performed in addition to those agreed to in the initial reservation.
7. This contract authorizes Tails of Philly to enter the Client's home to provide the services listed herein. In the event that Tails of Philly is required to employ a locksmith to gain entry into Client's premises due to a malfunction of the lock or a failure of the Client to leave a key, it shall be the responsibility of the Client to reimburse for all costs incurred. The Client expressly gives Tails of Philly the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.
8. In the event of inclement weather or natural disaster, Tails of Philly is entrusted to use best judgment in caring for pet(s) and home. Client agrees to hold harmless Tails of Philly for damages or liabilities related to any such decision.

9. Tails of Philly agrees to provide all agreed upon services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against Tails of Philly or any of its employees, except those arising from negligence or willful misconduct on the part of Tails of Philly or its employees.
10. Client agrees to indemnify Tails of Philly from liability, including attorney's fees, arising from any injury or damage to Tails of Philly employees, third parties or real/personal property of third parties as a result of actions of pet(s). Client agrees to disclose to Tails of Philly any known pet aggression behavior.
11. Client agrees to pay Tails of Philly 100% of the total value of the contracted services prior the rendering of such services. A finance charge of 25% per month will be added to unpaid balances after thirty (30) days. A handling fee of \$25 will be charged on all returned checks. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.
12. In the event of personal emergency or illness, Client authorizes Tails of Philly to arrange for another qualified person to fulfill responsibilities as set forth on this contract. Whenever possible, Client will be notified in such a case.
13. Proof of pets current vaccinations are to be given prior to rendering of services. Should a Tails of Philly employee or third party be bitten or otherwise exposed to any disease or ailment received from Client's animal which has not been properly and currently vaccinated, it will be the Client's responsibility to pay all costs and damages incurred by the victim.
14. Tails of Philly reserves the right to terminate this contract at any time before or during its term if Tails of Philly, in its sole discretion, determines that a danger exists to the health or safety of Tails of Philly employee. If concerns prohibit Tails of Philly from caring for pet, Client authorizes pet to be placed in a kennel, with all charges there from to be charged to the Client.
15. This Contract may be executed by email, and will be deemed effectively executed upon the receipt, duly executed by the other party.

Client has reviewed this agreement in its entirety, and Client understands and agrees to it terms.

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Client Signature

Date