

PROVIDER PET SITTING POLICIES / SERVICE AGREEMENT

All uses of the phrase “Jenuine Pet Care Corp. We or Us” shall refer to Jenuine Pet Care Corp. Customer referred as “Customer or You”

1. **Scheduling & visit times:** Scheduling is on a first come first service basis. We will do our best to accommodate your needs. Jenuine Pet Care Corp. will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. The times we are able to perform services are Monday-Friday: Wake Up Walk: 8am-10am, Morning Walk: 10am-12pm, Mid-Day Walk: 12pm-2pm, Afternoon Walk: 2pm-5pm, Dinner Walk: after 5pm. There is a \$5 extra fee per walk/cat care between 8am-10am, any visit after 5pm and any service needed during the weekend (Saturday and Sunday).
2. **Confirmation Call (Prior to out-of-Town-Departure):** Jenuine Pet Care Corp. will make confirmation text or e-mail no less than two (2) days before each departure in order to verify that all information (dates, contact numbers, etc.) are correct. Since phone mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by Jenuine Pet Care Corp. (please do not depart town without this). This is to ensure your pet’s needs are carried out as intended.
3. **Early Returns:** We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify Jenuine Pet Care Corp. of an early return and someone from Jenuine Pet Care Corp. makes a trip and finds you home, the regular per visit charge applies.
4. **Cancellations:** We understand your plans change and we, generally, do not charge for cancellations with adequate notice. Any overnight request that is five (5) nights in a row or longer will require a two (2) night deposit to secure the dates. If you cancel within 72 hours before the overnights begin, you will receive a full refund. If you cancel less than 72 hours before the overnights begin, JPC will retain the full amount on a case-by-case basis. Any walk or cat care that is canceled at least 24 hours before service will receive a full refund or can be used towards another service at another time. If a walk or cat care is canceled with less than 24 hours notice, 50% of the service price will be charged.
5. **Holiday Cancellations:** Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel three (3) business days or less before any holiday, you will be charged for half of the visits.
6. **Emergency Contact:** Jenuine Pet Care Corp has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. In the event that the customer does not provide a nearby emergency contact with access to your home for Jenuine Pet Care Corp., customer realizes that Jenuine Pet Care Corp. will provide service but not until conditions allow us to reach your home safely.

Name of Emergency Contact: _____

Address: _____

Phone: _____

7. **Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust Jenuine Pet Care Corp. to use best judgment in caring for your pets(s) and home if we are servicing you at

the time of inclement weather. Jenuine Pet Care Corp. will try to carry out your instructions to the best of Jenuine Pet Care Corp's ability. The care we provide to our customer's pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.

8. **Medications/Vaccinations:** Jenuine Pet Care Corp. will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will Jenuine Pet Care Corp. service any pet that has any form of contagious illness. This is for the safety of other customers. Jenuine Pet Care Corp. requires that all pets have the necessary vaccinations and immunizations before service begins. If Jenuine Pet Care Corp. pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
9. **Access to your Home by Others:** If customer allows any other person(s) access to their home during Jenuine Pet Care Corp. contract period, Jenuine Pet Care Corp. cannot be held liable for any damages to property or pets as a result. Please notify Jenuine Pet Care Corp. if someone will be in your home. Please also notify the person(s) in your home that Jenuine Pet Care Corp. is coming so that your visitor, as well, is not surprised by our entrance.
10. **Fences:** Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. Jenuine Pet Care Corp. does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.
11. **Pet and house clean-up:** Jenuine Pet Care Corp. will properly dispose of pet waste and do our best to clean up any accidents your pet may have made. Jenuine Pet Care Corp. is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste disposed of.
12. **Leashes:** All dogs will be required to be on leash during outdoor walks.
13. **Animal Behavior:** Animals behavior can be unpredictable. Jenuine Pet Care Corp. does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if an Jenuine Pet Care Corp. pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Jenuine Pet Care Corp. pet care provider or by the animals.
14. **Updates:** Please provide us with any changes regarding your pets' care and other pertinent information.
15. **Payment:** Payment is due on or before the date of first day of service. Invoice reminders will be sent out at least 48 hours before each payment is due. Payment can be in form of check made out to Jenuine Pet Care, Venmo @jenuinem, Cash App \$jenuinem, Zelle 703.626.0587, Apple Pay or cash. A late fee of 15% will be charged seven (7) days after payment is due. Receipts will be provided for each payment for your records. A late charge of 15% of the total invoice compounded daily will be assessed if payment is not received within five (5) days of completion of service.
16. **Keys:** Jenuine Pet Care Corp. will retain two (2) of your house keys during the initial visit. Keys are kept in a secured lock system for customer's confidentiality. If you choose not to have Jenuine Pet Care Corp.

retain a key, picking up and returning your keys requires two extra trips and there will be a \$15 charge per trip. Keys will be returned within seven (7) days at the end of your service, in person or by certified mail.

Initials: _____

- 17. I agree to reimburse Jenuine Pet Care Corp. for any additional fees for tending to emergency or veterinary care as well as any expenses incurred for any other unexpected home, food, or other supply needs. Client also agrees to reimburse Jenuine Pet Care Corp. for additional time accrued at the rate of \$10 per hour in the case of such an emergency.
- 18. As a first time client, I agree to pay in full at the time of the consultation visit or at the time of reserving service for any given dates. I understand that if there is an unpaid balance of over seven (7) days for pet care, Jenuine Pet Care Corp. reserves the right to discontinue caring for my pets until balance is paid in full. There will be 10% per month interest charge on any balance due beyond 7 days of your return.
- 19. If I arrive home early I have the right to decide if I wish Jenuine Pet Care Corp. to continue to care for my pets or not but I understand that full payment is still due as Jenuine Pet Care Corp. has reserved this time slot in order to care for pets.
- 20. I understand that if my absence must be extended Jenuine Pet Care Corp. requires direct confirmation for the unscheduled visits. This is to avoid the possibility of missed messages which could result in interrupted care of your pets.
- 21. **Liability:**
 - a. Customer expressly waives and relinquishes any and all claims against Jenuine Pet Care Corp. its employees and associates, except those proven to be arising from negligence on the part of Jenuine Pet Care Corp.
 - b. Jenuine Pet Care Corp. company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons., that shall enter your residence for any purpose while Jenuine Pet Care Corp. is caring for your pets.
 - c. It is expressly understood and agreed that Jenuine Pet Care Corp. shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pet(s) during the period in which the pets are in the care of Jenuine Pet Care Corp. I also agree that it is my responsibility to notify Jenuine Pet Care Corp. of any pet that has ever caused an injury to any human or other pet.
 - d. If a pet has a history of biting or other aggressive behavior, Jenuine Pet Care Corp. reserves the right to refuse service. Bites must be reported to the local authorities as provided by law. The owner will be liable for the representative's medical care expenses and damages that result from an animal bite.

I attest to the fact that all licenses and vaccinations required by the State of Virginia, and City in which I reside and/or the County of _____ are current according to law. _____ (initial here)

I, _____, have read, understand and agree to the pet care policy of Jenuine Pet Care Corp. All policies and guidelines are subject to change at Jenuine Pet Care Corp's discretion.

Pet Owner Name: _____ Date: _____

Pet Owner Signature: _____ Date: _____

Pet Owner Jenuine Pet Care Corp. Signature: _____ Date: _____