

# CALLING ALL DOGS

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THIS AGREEMENT is made between SBLB Enterprises, Inc. (hereinafter "Calling All Dogs" or "CAD") and (hereinafter "Owner").

FOR AND IN CONSIDERATION of the current fees published on the Calling All Dogs website at the time this agreement is executed; acknowledged and paid by Owner and herein incorporated as part of this agreement; Calling All Dogs, Inc. agrees to provide loving care for the pets owned by Owner.

## **POLICIES:**

**AUTHORIZATION:** Owner hereby authorizes and empowers Calling All Dogs and Pet Sitters to walk/exercise the pets in the designated locations and public areas, enter the home, feed the animals and clean up after pets.

**CONTINUING OBLIGATIONS:** It is understood and agreed between Owner and Calling All Dogs, that this agreement contemplates Owner will need Calling All Dogs services from time to time in the future, and is further understood and agreed that the obligations and covenants contained herein shall apply to each provision of products and/or services in the future, without the need of entering into another agreement, unless altered in writing and signed by the parties herein.

**NON-SOLICITATION POLICY:** Owner agrees that all services must be booked through Calling All Dogs' scheduling software, phone, text, and/or email. Pet Sitters are contracted with Calling All Dogs. These Pet Sitters are bound by a legal contract that prohibits them from acquiring any Calling All Dog's Clients as their own, as well as from doing any side work for Calling All Dogs Clients.

**PAYMENT/PRICING POLICY:** Payment for walking or sitting services is to be paid in full by the following Monday after service begins. If payment is not received within three (3) days from the Monday payment is due, a \$20 late fee will be added to the invoice. Calling All Dogs accepts Visa, Mastercard, AMEX, Discover, cash, and check. If services provided will be ongoing, a credit card authorization shall be executed and remain on file with Calling All Dogs. There will be a \$35 charge for all returned checks. If Owner requests to extend service, the Owner guarantees payment at the same rate for all services provided upon return. Although not required, if Owner wishes to tip Pet Sitter, Owner should leave cash; write a separate check in the Pet Sitter's name; or notify Calling All Dogs as to the amount to charge to the credit card on file for the tip amount. Prices listed on website are subject to change. In the event of a price increase, Owner will receive a notice of any changes within 30 days. A fifty (50)% deposit is required on all Overnight/Doggy Sleepover reservations.

**CREDIT CARD AUTHORIZATION POLICY:** I authorize Calling All Dogs to charge my credit card for the agreed upon pet services. My credit card will not be charged until after services are rendered. I acknowledge that my payment is due the following Monday after service begins. I understand that my information will be saved to my file for future transactions on my account. I may cancel this authorization at any time by contacting us. This authorization will remain in effect until cancelled.

**SURCHARGE POLICY:** A last minute surcharge of \$6 will apply to same day service requests with less than four (4) hours notice. An additional holiday surcharge of \$6.00 will be incurred for each daily visit; a \$10.00 surcharge for Sleepovers; and a \$20.00 surcharge for any Overnight visits made on the following holidays: Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. A \$5.00 surcharge shall apply to each visit where there are three or more dogs present.

**EMERGENCY CARE POLICY:** In event of pet illness or any other medical emergency and specified vet is unavailable, pet will be taken to closest vet or Veterinary Emergency Hospital. Owner understands and agrees that attempts will be made to contact them in case of emergency and if Owner is unreachable, Pet sitter has permission to authorize any care that the vet deems necessary for the pet's health, safety and survival. Owner agrees to reimburse Calling All Dogs for any additional fees and all costs relating to vet care during their absence, which may include; x-rays; blood work; surgery; and/or other expensive procedures including but not limited to an emergency medical transport fee of \$35. Owner hereby attests to the fact that all licenses and vaccinations required by the State of Florida, and Pinellas County to be current according to law. Should pet sitter be bitten or otherwise exposed to any disease or ailment received from Owner's animal which has not been properly vaccinated, it will be the Owner's responsibility to pay all costs and damages incurred by the victim(s). Owner agrees not to hold any above party liable for competently performed treatments that do not succeed. Owner agrees to assume full responsibility for the payment for any and all veterinary services rendered. Owner also agrees to be responsible for all Special Service fees assessed by of Calling All Dogs for emergency transportation, care, and will pay such fees within 7 days.

**CANCELLATION POLICY:**

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**For walks or pet sits:**

**For non-holiday service a 24-hour advance notice is required for cancellation. If cancellation is made after that, Owner will be charged the rate of one full visit.**

**For holiday service a 7-day advance notice is required for cancellation. If cancellation is made after that, Owner will be charged the rate of one full visit.**

**Overnights and Doggy Sleepovers: A 50% deposit is required to reserve the dates.**

**For all non-holiday reservations a five (5) day advance notice of the cancellation is required for a full refund of the deposit (minus the cancellation fee of \$15.00). If cancellation is made within twenty-four (24) hours or not made at all, Owner will be charged for 100% of the service reserved. No credits will be given for early returns during non-holiday periods.**

**For all holiday reservations a ten (10) day advance notice of the cancellation is required for a full refund of the deposit (minus the cancellation fee of \$15.00). If cancellation is made within forty-eight (48) hours or not made at all, Owner will be charged for 100% of the service reserved. No credits will be given for early returns during holiday periods. (Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day)**

## **HURRICANE/EXTREME WEATHER POLICY**

**In the event of an evacuation due to a hurricane or other disaster, natural or man-made, Calling All Dogs cannot take pets to their home or make Owner's home disaster ready.**

**Owner hereby agrees to list the people that they have designated to carry out emergency plans in their absence as part of Owner's profile. This person (people) has access to Owner's home (keys, security codes, etc.) and is willing and able to handle the tasks necessary to safely remove any pet(s) from the home in the event of a disaster and take them to a safe location. The contact person listed by Owner will be able to secure the home to Owner's specifications. CAD will use its discretion to decide when to call listed contacts to put Owner's plan into action and has instructed Owner that they do not advise or advocate leaving pets behind in an emergency. By executing this agreement, Owner fully acknowledges that leaving a pet behind can result in them being lost, injured, or possibly dead. In the event that no one can take the pet(s), Owner agrees to notify CAD the safest area in the home where they can be confined to until it is safe for Calling All Dogs to travel to the home.**

**EXTRA FEES/CHARGES POLICY: Calling All Dogs reserves the right to invoice/bill at \$16 per half hour or any portion thereof, for additional time spent over a 30-minute visit that is necessary for the care of the Owner's pet(s) and home. This includes service and time for the following, but is not limited to: all veterinary trips; pet illness; excessive clean-up resulting from pet incontinence; accidents or frequent vomiting; complications administering medications; obtaining pet food; medication or supplies; wait time for emergency home repair; search for pet(s) that escaped confinement or leash. Owner will be held responsible for all expenses incurred and reimburse Calling All Dogs upon return. Calling All Dogs reserves the right to perform additional walk/sits while Owner is away for an extended period of time if the Pet Sitter determines it is in the best interest of the dog due to obvious signs including but not limited to anxiety, destructive behavior, bladder/bowel issues.**

**KEY POLICY: Three working copies of house keys must be provided at the time of registration/consultation. This is the responsibility of the Owner. If three copies are not provided, Calling All Dogs reserves the right to make a copy of the key at Owner's expense, including a trip fee. A \$20 trip fee will be invoiced if a key is not left in our care and we must make an extra trip to pick up or drop off before or after care. Should Calling All Dogs need to make copies of keys, there will be a \$25.00 fee invoiced to Owner's account. If a lockbox is required, Owner will be invoiced \$25.00 for a deposit. When the lockbox is returned in a workable/usable condition, the deposit will be credited to Owner's account. Calling All Dogs does not accept garage door openers as the only means of entry due to power outages. If Owner lives in a gated community, Owner must provide a gate card, remote or appropriate access codes. NO KEYS will be mailed by regular mail, hidden outside or locked in homes on last visits. In any instance where new keys are needed (ex-new home or lock change), it is owners' responsibility to provide the keys. Should keys become unusable; lock malfunction; Owner fails to leave a key or for any other reasons beyond Pet Sitter's control; Calling All Dogs and Pet Sitters have authorization to employ the service of a locksmith to gain entry to an Owner's home on Owner's behalf. Owner will be responsible for all expenses incurred and reimburse Calling All Dogs upon their return.**

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## TERMS & CONDITIONS:

- 1.) Due to the extreme unpredictability of animals, the owner expressly waives and relinquishes any and all claims against Calling All Dogs and Pet Sitters for any unusual mishaps (i.e. refusal to take medication, escaping from the yard or home, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death). If Owner requests pet(s) to have outside access, Owner releases Calling All Dogs and Pet Sitters from all liability for loss, injury or death of pet(s). Owner is responsible for injury to or damage to Third Parties.
- 2.) Calling All Dogs and Pet Sitters 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 Calling All Dogs is caring for your pets.
- 3.) In the event of injury, illness, or other emergency circumstances of your Pet Sitter, where duties are unable to be performed, Owner authorizes Calling All Dogs to arrange for a back-up sitter to take over duties as outlined in this agreement.
- 4.) Calling All Dogs reserves the right to terminate this agreement at any time before or during the term if Pet Sitter determines that the Owners' pet poses a danger to the health or safety of herself/himself or others. If concerns prohibit Pet Sitter from care for pet, Owner authorizes pet to be placed in a kennel with all charges to be charged to Owner.
- 5.) Although all reasonable efforts will be made to provide the agreed upon services, inclement weather (i.e. flooding, heavy storms), national emergencies, acts of God, or other circumstances beyond our control may delay or prevent Pet Sitter's visit(s). In such a case, Owner and/or the emergency contact person will be notified so that other arrangements can be made, if necessary.
- 6.) Visit times are approximate and subject to change based on the needs of all pets under the Pet Sitters care. Pet Sitter is entrusted to use best judgement in caring for pet(s) and home, in the event of an emergency, inclement weather, or natural disaster, Calling All Dogs and Pet Sitters will be held harmless for consequences related to such decisions.
- 7.) Owner authorizes Calling All Dogs and Pet Sitters to take photos of the Owner's pet for their file and for business website or marketing collateral. All photos taken are the property of Calling All Dogs.
- 8.) Owner hereby attests that all licenses and vaccinations required by the State of Florida, and Pinellas County to be current according to law and warrants that the pet(s) is in good health. In addition, owner also attests that pets are free from fleas and ticks; and if suffering from any other disease, infection and/or illness, that the pet is on proper medication and/or has been treated appropriately by a veterinarian. Owner agrees to notify Calling All Dogs of any current diseases, infections, and/or any illnesses including but not limited to fleas and ticks *before* a Pet Sitter comes into contact with the pet. Should Owner fail to give such notice, Calling All Dogs has the right to rescind this contract upon the immediate discovery of any such disease, infection, or ailment of the pet(s).
- 9.) Owner hereby agrees to provide a safe, properly fitting collar, harness and/or leash for their dog(s) at all times. Shall the Pet Sitter determine that the dog(s) may not be safe as result of improperly fit, worn and/or damaged equipment during a visit, Calling All Dogs reserves the right to use its own equipment (collar/ harness/ leash) if necessary to ensure the safety of the dog and the Pet Sitter until Owner rectifies the problem.
- 10.) Owner acknowledges that all dogs are to be walked on a leash unless there is a fenced-in yard located on the property. Calling All Dogs will make a determination during the "Meet and Greet" if the fence meets its safety requirements. Shall a fence be an electronic fence and/or a fence is deemed to be unsafe in any manner including, but not limited to any damage, instability, holes or insufficient ground coverage where the dog may be able to escape from the yard, Owner agrees and understands that the dog(s) will be kept on a leash during all visits while in the care of the Pet Sitter.
- 11.) Calling All Dogs and Pet Sitters agree to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services, the Owner expressly waives and relinquishes any and all claims against Call All Dogs except those arising from negligence or willful misconduct on the part of Calling All Dogs or Pet Sitters.

I have read and agree with the aforementioned Policies, Terms, and Conditions set forth in this service agreement.

/s/ \_\_\_\_\_

DATE: \_\_\_\_\_

/s/ **STEVE BAMBACE, Owner**

DATE: \_\_\_\_\_

On behalf of SBLB Enterprises, Inc., d/b/a Calling all Dogs