



Lucky Paws LLC | Newport, Rhode Island

SERVICE AGREEMENT

1. This agreement is made and entered into on _____ by and between Lucky Paws, LLC and Client(s) _____

Residing at physical address: (herein referred to as Premises)

Street: _____ City/State: _____

Zip Code: _____

Phone #: _____

Email: _____

Partner, Spouse or Roommate name: _____

Preferred method of communication for updates: Phone Text Email

How often would you like to receive updates? Every visit Every Day First/Last visit

How did you learn about Lucky Paws? website Friend/Lucky Paws client Potter League other

Alarm on Premises? _____ Alarm Company: _____

*We will discuss alarm code during meet and greet

2. **Keys:** Client authorizes Lucky Paws LLC to enter the premises to perform services. Lucky Paws, LLC requires a minimum of TWO working keys for all clients' homes. Unless keys are provided at initial interview, a Key Pick Up charge of \$15.00 will be added to Client's first invoice for time and travel to pick up keys.

Client acknowledges they have provided Lucky Paws LLC with a working key for access to the Premises, plus a working:

_____ Duplicate

_____ Duplicate to be made available on first visit

_____ Duplicate to be made by Lucky Paws LLC (Key Copy Charge will apply: \$15.00)

Would you like to keep your key(s) on file with Lucky Paws LLC?

_____ Yes, keep key(s) on file (Client specifically authorizes and requests that Lucky Paws LLC keep key(s) on file for use when Client makes future request for services by Lucky Paws)

_____ No, return key(s) after Client returns and Lucky Paws LLC has completed services. A Key Drop Off Charge will be added to Clients first invoice. (\$15.00) I understand that I will be charged a Key Pick Up and Drop Off charge for future reservations

3. Locations/Maintenance:

Dogs:

Location of:

Leash: _____ Treats: _____ Toys: _____

Extra Food: _____ Water bowls: _____

Cats:

How many litter boxes do you have? _____ Location(s) _____

Where do you keep cleaning supplies? _____

Collect Mail: _____

Do you receive a daily newspaper? _____

Indoor plant watering instructions: _____

(please feel free to leave additional notes)

Outdoor watering instructions: _____

(please feel free to leave additional notes)

Emergency Shutoffs:

Location of circuit breaker: _____

Location of water main shutoff: _____

Location of gas shutoff: _____

Trash/Recycling:

Trash day _____

____ Do not alter inside lights ____ Turn lights on/off inside ____ Keep light on inside at night ____ Turn porch light on at night

____ Blinds open during the day/close at night ____ Do not alter blinds

Cleaning Services:

Company name: _____

Phone: _____

4. Rates and Services: For and in consideration of the sum of charges to be paid by Client, Lucky Paws LLC agrees that it's staff shall provide such loving care as indicated in this contract for the pet(s) listed and owned by Client. Current rates and services are displayed on website www.luckypawsri.com.

Minimum visit policy: Lucky Paws, LLC has a minimum visit policy to comply with our insurance policy and for the health and wellbeing of our Client's pet(s). Client's dog(s) must be visited a minimum of 3 times per day if Client is away. Client's cat(s) must be visited a minimum of ONE visit per day. Visit times are approximate and subject to change based on the needs of all pets under Lucky Paws, LLC care. Lucky Paws, LLC is entrusted to use best judgment in caring for pet(s).

Other services subject to a supplemental invoice include but are not limited to:
Supply Pickup (food, treats, medications etc), Vet visit, After hours Emergency Vet visit, Extensive Incidental Clean-up, House Emergency(Waiting for service person), Return Check/Payment Fee, Pet Sitting/Dog Walking Late Payments

5. Payment Policy: Payment is due when services begin(or on an individualized basis agreed upon by Client and Lucky Paws, LLC). Checks(written out to Lucky Paws) and cash are accepted at this time. Dog Walking services are billed on a weekly recurring basis with payment being due on the last day of service for that week

6. Cancellation Policy: Dog Walking and Pet Sitting by the Hour services are subject to a 24 hour cancellation period. Daily Visit Pet Sitting services are subject to 5 day cancellation period. Over Night services are subject to a 7 day cancellation period

7. Shared Responsibility/Trespassers: Lucky Paws, LLC has a No Shared Responsibility Policy in order to comply with our insurance policy. This means no other person should share pet care responsibilities (i.e. feeding, medicating, etc.). Client agrees to provide and list all individuals/companies who have access to the premises while client is away (i.e. house cleaning service, painters, landscapers, friends, family members, etc.). Lucky Paws, LLC cannot be held responsible for the acts of others that are allowed in and out of the home during the service period. If more space is needed please attach an additional page.

1) Company/Individual Name _____

Phone # _____ Has key to Premises? _____

2) Company/Individual Name _____

Phone # _____ Has key to Premises? _____

8. Preferred Service Companies: In the event of an emergency involving the premises, client hereby authorizes Lucky Paws, LLC to obtain services. Should client be unreachable by phone or text, authorizes Lucky Paws, LLC to select a company of their choice. Client further authorizes Lucky Paws, LLC or its representatives to incur cost in the name of Client. Client explicitly states they will be responsible for any cost incurred. Client agrees to indemnify and holds harmless Lucky Paws, LLC from any liability arising from such charges. Client agrees to pay House Emergency Charge.

9. Continuing Obligations: It is understood and agreed between Client and Lucky Paws, LLC that this agreement contemplates client will be in need of Lucky Paws, LLC 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 or added as an addendum hereto

10. In the event that Lucky Paws, LLC 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 cost incurred. The client expressly gives Lucky Paws the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.

11. Lucky Paws, LLC is not responsible for any service fees charged by alarm companies, police departments, or any other entity due to false alarm, malfunction, or accidental triggering of the alarm.

12. Should Lucky Paws, LLC personnel 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 cost and damages incurred by the victim.

13. If part of the service to be provided by Lucky Paws, LLC includes exercising, walking or taking pet(s) off client's premises, then client agrees to indemnify and hold harmless Lucky Paws, LLC for any injury or damage which may be caused to others by the actions of client's pet(s).

14. In the event of an emergency involving the health of any pet being cared for by Lucky Paws, LLC, Client will be immediately be notified through contact information provided in this agreement. If client cannot be reached client hereby authorizes Lucky Paws, LLC to obtain such veterinary treatment as stated in the Veterinary Authorization Form. If no Veterinary Authorization Form available client authorized Lucky Paws, LLC to use best judgment in authorizing care for pet(s)

Yes No (Initial) _____ (no treatment will be provided if client cannot be reached)

15. As further consideration for the services rendered, client agrees to waive and release Lucky Paws, LLC and its representatives from any claim for injury to and/or death of client's pet(s) as and from any claim for injury, loss or damage to client's property or premises.

16. In the event of an extremely bad weather day or natural disaster, Lucky Paws, LLC will make pet sitting rounds as soon as it is safe to travel. Lucky Paws, LLC is entrusted to use their best judgment in caring for pet(s). Client will not hold Lucky Paws, LLC liable for consequences related to such decisions.

17. Client authorizes Lucky Paws, LLC to use their best judgment in maintaining a comfortable temperature for the safety and comfort of pet(s).

18. Client has suitable insurances to cover any injury to Lucky Paws, LLC due to pet(s) or condition of premises.

19. Lucky Paws, LLC under no circumstances shall be held liable for injury, disappearance, death or fines incurred regarding pet(s) that have available access to the outside. Emergency veterinarian care for that/those pet(s) as Lucky Paws, LLC or its representative may deem necessary. Client further authorizes Lucky Paws, LLC or its representatives to incur veterinarian cost in the name of client. Client expressly states they will be responsible for any veterinary cost incurred. Client agrees to indemnify and hold harmless Lucky Paws, LLC from any liability arising from such veterinary charges.

20. Lucky Paws, LLC reserves the right to terminate this contract at any time before or during its term. Lucky Paws, LLC in its sole discretion, determines that client's pet(s) pose a danger to the health or safety of Lucky Paws, LLC personnel. If concerns prohibit LUCKY Paws, LLC from caring for pet, client authorizes pet(s) to be placed in a kennel, with all charges there to be charged to client.

21. In performing the agreed upon services, Lucky Paws, LLC shall use its own judgment and reasonable efforts to care for clients' pet(s) and deliver other agreed upon services (mail collection, newspaper retrieval).

22. Photo Release: I, the undersigned, do hereby consent and agree that Lucky Paws, LLC personnel or agents have the right to take photographs, videotape, or digital recordings of my pet(s) and to use these in any and all media. Now or hereafter known, and exclusively for the purpose of marketing and business development to include but not limited to website and/or social media. Lucky Paws, LLC will not post client pictures or any information to social media in real time for security reasons. I further consent that my name and identity may or may not be revealed therein or by descriptive text or commentary.

I do hereby release Lucky Paws, LLC and its agents all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used. I understand that there will be no financial or other remuneration for recording my pets, either for initial or subsequent transmission or playback.

23. Emergency Contacts:

1) Name (local) _____

Relationship _____ PhysicalAddress _____

Phone #: Cell _____ Remarks _____

Has Key to premises? _____

2) Name (local) _____

Relationship _____ PhysicalAddress _____

Phone #: Cell _____ Remarks _____

Has Key to premises? _____

Other Information:

Agreed:

Date _____ Client Signature _____

Date _____ Owner/Lucky Paws LLC Signature _____

