

Your Pet Butler Client Copy of Information & Services Agreement

This is a copy of our current required service agreement. All pet owners are required to sign when signing up for service.

Your Pet Butler Full Service Paw Spaw LLC, doing business as Your Pet Butler LLC is a Limited Liability Company, duly organized and in existence under the laws of the State of Louisiana, to provide dog grooming, day care, pet taxi, boarding and pet sitting of pets; it is not a veterinarian provider of health services nor are its employees veterinarians and that they do not have professional backgrounds in animal medicine, thus are not expected to diagnose or detect illnesses in the dogs under our care;

1. He (she) is the OWNER AND/OR AUTHORIZED PERSON of the dog(s), brought in for grooming service(s) and/or day care and/or other service(s) certifies to the accuracy of all information provided to Your Pet Butler LLC in regard with identification, health condition and other information as represented in Section I of this form AND that as of this date his (her) dog does not have ANY communicable illness of any kind;
2. Each time your dog(s) is brought to Your Pet Butler LLC facilities, OWNER AND/OR AUTHORIZED PERSON is recertifying that the dog(s) is in good health and has not had ANY communicable illness of any kind for a period of 30 days prior to dog(s) being checked in;
3. Failure to comply with this requirement constitutes a breach of contract as it will expose other dogs to illness communicable while at Your Pet Butler LLC facilities and may subject OWNER AND/OR AUTHORIZED PERSON to indemnification and redress of damages to Your Pet Butler LLC;
4. While statement by OWNER AND/OR AUTHORIZED PERSON of vaccination is required by Your Pet Butler LLC, OWNER AND/OR AUTHORIZED PERSON acknowledges he (she) is aware that vaccines do not 100% protect against all communicable illnesses that may affect a dog and Your Pet Butler LLC is not able to tell a dog is carrying any communicable disease;
5. OWNER AND/OR AUTHORIZED PERSON authorize Your Pet Butler LLC to obtain medical and vaccination records for your dog(s) from the veterinarian listed above and you hereby authorize your veterinarian to provide these records to Your Pet Butler LLC. And, OWNER AND/OR AUTHORIZED PERSON authorizes Your Pet Butler LLC to share any pertinent medical and/or other information with any person Your Pet Butler LLC deems necessary.
6. OWNER AND/OR AUTHORIZED PERSON acknowledges and agrees he (she) is assuming all risks of illness, harm or otherwise to his (her) dog(s) by allowing his (her) dog(s) to be in contact and/or socialize with other dogs at Your Pet Butler LLC facilities;
7. Although OWNER AND/OR AUTHORIZED PERSON represent that his (her) dog(s) is non-aggressive, in certain conditions their behavior may change, posing threat or even harm to other dog(s), constituting an event beyond the control of Your Pet Butler LLC or its employees; in such an instance OWNER AND/OR AUTHORIZED PERSON states to be the sole responsible party for any and all acts or behavior of his (her) dog(s), including payment of costs for injury to employee(s), vendors, customers and or other animals or damage to Your Pet Butler LLC facilities;
8. Services shall be provided by Your Pet Butler LLC according to Table of Services and Fees in effect at time service is requested and agreed upon each time dog is brought in for services.
9. Payments must be made at pick up time; no exceptions made and shall be either in cash, personal check, debit or credit card. Your Pet Butler LLC retains the right to change payment options though, at its sole discretion.
10. Returned checks will incur a Returned Check Fee of \$30.00. This fee is in addition to the amount for the services rendered.
11. OWNER AND/OR AUTHORIZED PERSON agrees that his (her) dog(s) shall not leave premises without payment in full of all charges, or proper arrangements that are agreed upon by both parties.
12. We respectfully request a 24 cancelation call and/or notification if you are unable to keep the scheduled appointment. A fee of \$50.00 may be assessed for appointments that are missed without a minimum 24 hour notification.
13. OWNER AND/OR AUTHORIZED PERSON agrees that if he (she) is a "no show" at pick up hour for grooming and/or day care services or other services, Your Pet Butler LLC is hereby entitled by OWNER AND/OR AUTHORIZED PERSON's expense plus an additional fee per dog, to board dog(s) until the day and time OWNER AND/OR AUTHORIZED PERSON shows up to pick up his (her) dog(s). It is a crime punishable by jail/and or fine to abandon pets!
14. Your Pet Butler LLC will not feed dog(s) during grooming or daycare unless requested but will provide water. On occasion, Your Pet Butler LLC will give dog "treats" consisting of natural ingredients. It is the responsibility of OWNER AND/OR AUTHORIZED PERSON to notify Your Pet Butler LLC if they do not want their dog(s) to be given any treats.
15. OWNER AND/OR AUTHORIZED PERSON acknowledges that the daycare playrooms are unsupervised except for periodic cleaning throughout the day. OWNER AND/OR AUTHORIZED PERSON acknowledges that in the day care facility, or even when grooming services are performed, dogs drink water from water containers that are of common use and notwithstanding all Your Pet Butler LLC's efforts to assure hygiene, contamination by virus, bacteria and other micro organisms may occur. OWNER AND/OR AUTHORIZED PERSON expressly waives any rights to hold Your Pet Butler LLC liable for any illnesses, diseases, and harms or otherwise to his (her) dog(s).
16. In extreme cases dogs may be muzzled for their protection, protection of other dogs and staff members; OWNER AND/OR AUTHORIZED PERSON agrees with this provision.

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17. In emergency situation OWNER AND/OR AUTHORIZED PERSON agrees to have his (her) dog taken, at OWNER AND/OR AUTHORIZED PERSONS expense, to the Veterinary Clinic of Your Pet Butler LLC's choosing. OWNER AND/OR AUTHORIZED PERSON expressly waives any rights to hold Your Pet Butler LLC liable for any treatment, services provided by selected veterinarian clinic.

18. OWNER AND/OR AUTHORIZED PERSON agrees that pictures of his (her) dog taken at the Your Pet Butler LLC facilities or during events by Your Pet Butler LLC authorized personnel may be used by Your Pet Butler LLC for advertising and/or other purposes without any compensation to OWNER AND/OR AUTHORIZED PERSON; and the use of WEB CAMS at its facilities for surveillance or remote viewing by Your Pet Butler LLC AUTHORIZED PERSONS will not constitute invasion of OWNER AND/OR AUTHORIZED PERSONS privacy nor unauthorized exposure of dogs.

19. Your Pet Butler LLC has "PARTNERS" who provide additional pet services. Although Your Pet Butler LLC may refer PARTNERS to OWNER AND/OR AUTHORIZED PERSON, OWNER AND/OR AUTHORIZED PERSON agrees to hold harmless Your Pet Butler LLC for any and all issues arising from OWNER AND/OR AUTHORIZED PERSONS' engagement with PARTNERS. PARTNERS are not in any form associated with Your Pet Butler LLC.

20. OWNER AND/OR AUTHORIZED PERSON hereby releases and waives Your Pet Butler LLC from any liability of any nature for any injury, death, escape or loss of his (her) dog arising out of Your Pet Butler LLC or its employee's actions or failure to act, and actions by other dogs, while in the custody of Your Pet Butler LLC. In the event his (her) dog causes any injury to person or any other dog at Your Pet Butler LLC facilities, OWNER AND/OR AUTHORIZED PERSON agrees to hold Your Pet Butler LLC harmless and indemnify and subrogate Your Pet Butler LLC from any action brought against it and for any defense, settlement, or judgment against it and will assume all liability for the actions of his (her) dog.

21. This Agreement covers the relationship between Your Pet Butler LLC and OWNER AND/OR AUTHORIZED PERSON. Each time you bring your dog(s) to Your Pet Butler LLC, you affirm the terms of the Agreement and the truthfulness and accuracy of all statements you make in this Agreement. This agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrator, personal representatives and assignees of the OWNER AND/OR AUTHORIZED PERSON and Your Pet Butler LLC.

22. Your Pet Butler LLC reserves the right to deny any and all services at its sole discretion.

23. CANINE COUGH - Description/Disclaimer/Policy.

Canine Cough is a disease which can be contracted in many locations; dog parks, veterinary hospital, shelters or simply walking your dog down the street. This infection is similar to the human cold. Whom do you hold responsible if you or your child is infected with a cold? Do you blame the resort you lodged at while on vacation, or the daycare center or the school your child attends? NO. You simply accepted the fact that we are living beings who can and will get sick with colds or other diseases. Do you demand that the childcare or resort pay for your doctor's visit and medications? NO. Because you are realistic and understand that it is impossible for anybody to prevent airborne diseases. Due to the lack of knowledge some dog owners do not understand that a dog can be infected with a cold. Canine cough is a common disease that cannot be prevented by fully vaccinating the dog. If your dog's immune system is weak the possibility of contracting this disease will increase. Unfortunately, there is no proven method of determining your dog's immune response against this disease. There is also the possibility that your dog has been previously infected without your knowledge and at the time of checking in to the boarding facility your dog does not display any symptoms. If your canine's immune system fails to protect him from this disease and he becomes ill, it will risk the well-being of other dogs in our care. Your Pet Butler will take the following steps if we notice any systems:

1. Remove pet from group play or individual play time.
2. Call owner or emergency contact.
3. Transport dog to veterinarian.
4. Administer medication prescribed by the Veterinarian.
5. Keep dog calm and comfortable.

DOG OWNER WILL BE RESPONSIBLE FOR PAYMENT OF ALL THE CHARGES ASSOCIATED WITH THE TREATMENT AND CARE OF CANINE COUGH. WHICH INCLUDES, BUT NOT LIMITED TO:

1. Transportation to Veterinarian Hospital office - \$10.00
2. Veterinarian Services.
3. Medications.
4. Administration of medication.

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Your Pet Butler LLC PET SITTING TERMS AND CONDITIONS

Due to the extreme unpredictability of animals, Your Pet Butler cannot be held responsible for any unusual mishaps (i.e., pet's refusal to take medication, escaping from the yard, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death). If client requests pet(s) to have outside access, client releases Your Pet Butler from all liability for loss, injury or death to pet(s). Client is liable for injury or damage to Third Parties. Client authorizes Your Pet Butler to take photos of client's pet for their file and for yourpetbutler.com website. All photos taken are the property of Your Pet Butler.

Visit times are approximate and subject to change based on the needs of all pets under pet sitters care. Pet sitter is entrusted to use best judgment in caring for pet(s) and home, in the event of an emergency situation, inclement weather or natural disaster. Your Pet Butler will be held harmless for consequences related to such decisions. Key and Access to your home and/or gated community will be required and will be kept confidential while we are contracted for service.

Your Pet Butler reserves the right to terminate this agreement at any time before or during its term if pet sitter determines that client's pet poses a danger to the health or safety of herself/himself or others. If concerns prohibit pet sitter from caring for pet, client authorizes pet to be placed in a kennel with all charges to be charged to client and or/ a backup pet sitter will be sent to cover services under contract. Your Pet Butler pet sitters agree to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services, the client expressly waives and relinquishes any and all claims against Your Pet Butler except those arising from negligence or willful misconduct on the part of our pet sitters

Policies for Pet Sitting

We will visit as often as you would like during our hours of 6:30 A.M. to 7:30 P.M. seven days a week. Our pet sitting visits last 30 minutes for dog/cat households. During this time we will follow the care of your pet(s) and home as agreed upon in the contract of our initial consultation. Morning pet sitting visits are from 6:30 A.M. to 9:30 A. M. and evening visits are from 5 P.M. to 7:30 P.M. Puppies should not be left longer than their age in months. For example, a 4 month old puppy should be let out every 4 hours minimum. Our drop by visits starting at \$14/visit are ideal for pets requiring more than 2 visits per day. This is limited to mid-day visits only and your home must be within a 5 mile radius of our 2258 Benton Rd. Bossier City, La. location. Our minimum number of visits per day for dogs who don't have access to outside or pee pads is two, usually done in the morning and in the early evening. This is for the comfort and safety of your pet. For cats and other small animals we recommend once a day or once every other day depending on the type of pet and your unique situation.

NOTICE FOR SCHEDULING/CANCELING SERVICES

While we appreciate at least 1 week in advance notice when scheduling service, we understand last minute changes occur and the need for flexibility. Services booked with less than 24 hours notice will incur a late booking fee. If your plans change and you need to cancel, you may cancel by email or by calling. You must cancel prior to 48 hours before your scheduled service.

COMMUNICATION

We understand how difficult it is to leave your pets behind and that is why we will update you on how your pet(s) are doing while you're away. We will happily leave you messages, send emails, and pictures, or phone texts. You can call to check in on them too! When you return, please contact us. We need to make sure that nothing has changed in your itinerary and therefore we will need you to confirm your arrival back home.

MEDICATIONS

If your pet is on any special medication, we can administer it for you. We will need specific written instructions on how and when to administer the medication. Most simple medications are complimentary with pet sitting services.

WEATHER

We will fulfill all scheduled services appointments rain or shine. Circumstances that may prevent us from being able to reach your home include: hurricanes, tornadoes, earthquakes, floods, hail, and severe icy roads. As soon as the weather is permitting we will be at your home looking after your pets. These situations are unusual but rest assured if they arise we will keep you informed.