Client Agreement & Pet Care Authorization

1. Parties & Effective Date

This Agreement is between the client named below ("Client") and Puptown Girl Pet Services LLC ("Provider"). This Agreement begins when signed and applies to later bookings unless amended or ended in writing. Each booking must be separately confirmed.

Client legal name: _____ Phone: _____

Address of service: _____

Email: _____ Effective date: _____

2. Services & Booking Confirmation

Services may include walks, drop-ins, pet sitting, overnight care, and separately approved add-ons. Each booking confirmation specifies pets, dates, service windows, prices, and special instructions. Holiday surcharges: $15 per overnight holiday night and $10 per holiday walk or drop-in visit on New Year's Eve, New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. The first dog is included in the quoted base service rate; each additional dog is $5 per visit or overnight night. Cats have no additional-pet charge. If litter-box cleaning is requested, $5 total applies per visit or overnight care day regardless of the number of cats or litter boxes. All charges will be quoted before confirmation.

3. First-Time Deposits & Cancellation

A 25% deposit is required only for a first-time client's first booking and is applied to that booking's total price. If Client cancels, the deposit is nonrefundable regardless of cancellation notice, unless Provider grants an exception. If Provider cancels, Provider will refund the deposit in full. Clients are requested to provide at least 7 days' notice for overnight cancellations. No additional cancellation fee applies beyond an applicable nonrefundable first-time deposit. Provider may consider exceptions for pet illness, family emergencies, or unexpected circumstances individually.

4. Returning Clients, Walks & Drop-ins: Payment & Cancellation

Accepted payment methods: cash, Zelle, Cash App, Apple Pay, and personal checks. Credit and debit cards are not accepted directly. Any processing charges must be disclosed in advance. Returned or failed payments must be resolved promptly.

Returning clients do not pay a deposit. Payment may be made before or after service as agreed when booking. Clients are requested to provide at least 24 hours' notice when canceling a walk or drop-in visit. No additional cancellation fee applies beyond an applicable nonrefundable first-time booking deposit. Exceptions for pet illness, family emergencies, or unexpected circumstances may be considered case by case. Rescheduling is subject to availability and confirmation.

5. Pet Care Instructions & Supplies

Client will provide accurate written feeding, exercise, medical, and daily routine instructions and sufficient food, medication, litter, waste bags, and necessary equipment. Provider may purchase reasonably necessary supplies if Client cannot be reached and essential care would otherwise be interrupted, with receipts and reimbursement requested. The separate Personalized Pet Care Profile records detailed routines and may be updated without re-signing the entire Agreement.

6. Health, Vaccinations & Illness

Provider and Client will assess each pet's health and exposure risks individually, while complying with applicable Michigan laws, including vaccination requirements and legally recognized exemptions. Client must disclose suspected contagious illness, parasites, and significant changes in health. Provider may recommend veterinary assessment or an adjusted care plan. Individual assessment does not waive any legal requirements.

7. Medication & Specialized Care

Client must provide written medication name, dose, route, schedule, and veterinarian instructions when applicable. Provider will perform only tasks expressly agreed upon and legally permitted within the Provider's qualifications and any required veterinary supervision. Subcutaneous fluids or other potentially regulated procedures require separate verification of lawful scope, veterinarian instructions, and any required supervision before they may be offered; this Agreement alone does not authorize them.

8. Veterinary Emergencies & Owner-Selected Limit

Client authorizes Provider to seek veterinary assessment, transport, and immediately necessary stabilization when Client or designated decision-maker cannot be reached promptly. Provider will make reasonable efforts to contact Client and the emergency contact, except where delay could endanger the pet. Client selects an amount Provider may authorize without additional approval: $_____. Client understands emergency stabilization may reasonably exceed this amount when immediate care is necessary, and authorizes Provider to request such care; however, the veterinary facility independently decides what consent and payment arrangements it will accept. Client remains responsible for veterinary and related transport expenses, subject to applicable law and any separate agreements with the facility. Provider cannot guarantee treatment or extend credit on a veterinary hospital's behalf.

Preferred veterinarian / phone: _____

Emergency veterinary hospital / phone: _____

Emergency decision-maker / phone: _____

Payment method or veterinary account arrangements (do not record full card numbers):

_____

9. Behavior, Training & Safety

Client must disclose bite history, aggression, fear, resource guarding, reactivity, escape risks, and relevant triggers. Provider has extensive hands-on veterinary experience working with animals of varying temperaments, including fearful, reactive, and aggressive pets. Provider uses compassionate, positive-reinforcement approaches and appropriate handling techniques. Each pet is

assessed individually for safety. With separate prior written consent and agreed fees, Provider may offer behavioral support within their experience or refer Client to a trusted outside trainer or facility; outside services require separate arrangements. Training results are not guaranteed. If an immediate safety risk arises, Provider may pause or modify an activity, notify Client, and make reasonable arrangements for essential care. Client will provide safe, properly fitted walking equipment. No unauthorized off-leash activity in unsecured areas or introductions to unfamiliar animals.

10. Home Access, Security & Privacy

Client authorizes entry during agreed service windows using a key, lockbox, door code, or another agreed method. Client will provide functioning access and alarm instructions and disclose known hazards and other people expected at the property. Provider will reasonably secure the property, protect access credentials, and report significant hazards. Indoor cameras in common areas must be disclosed; no recording is permitted in Provider's designated sleeping or changing areas during overnight care. Any recording must comply with applicable law. If entry fails, Provider will try Client and emergency contacts and make reasonable arrangements to avoid interruption of essential care.

11. Delayed Returns & Unforeseen Events

Client must promptly report travel delays or changes. Extra care, availability, and fees will be decided case by case and confirmed whenever reasonably possible; extension is not guaranteed. Client must designate an alternate caregiver. If Client is unreachable, Provider may take reasonable steps consistent with emergency instructions to protect the pet and document reasonable costs. Severe weather, outages, illness, and emergencies may require modified timing or alternate arrangements; both parties will communicate promptly.

12. Photos, Updates & Publicity

Provider may send private care updates and pet photos directly to Client. Public use of pet photos or videos is optional and requires a separate selection below. Provider will not intentionally disclose home addresses, access details, or sensitive client information. Client may withdraw public-photo permission prospectively in writing; withdrawal cannot guarantee retrieval of printed materials or third-party shares.

PUBLIC PHOTO / VIDEO PERMISSION (check one):

☐ YES — I authorize public use of my pet's photos/videos on Provider's website, social media, and marketing.

☐ NO — I do not authorize public use of my pet's photos/videos.

13. Client Responsibilities & Communication

Client will provide accurate pet and household information, safe access, supplies, current contact details, and an emergency caregiver. Client will identify household members, cleaners, maintenance workers, or other pet caregivers expected during service. Both parties agree to timely, respectful communication. Provider will report material pet-health or property concerns observed during care.

14. Responsibility, Claims & Changes

Each party remains responsible for its own acts and omissions to the extent provided by applicable law. Nothing here waives liability that cannot lawfully be waived, including liability for negligence where prohibited. Changes to this Agreement must be in writing; booking confirmations may establish booking-specific details without rewriting this Agreement. If a provision is unenforceable, the remainder remains in effect to the extent permitted by law.

15. Acknowledgment & Signatures

By signing, Client confirms receipt of this Agreement and understands the payment, cancellation, pet-care, home-access, and emergency provisions. Signatures may be handwritten or electronic using a process that records signer identity, intent, and date. The agreement remains in effect for future bookings unless replaced or terminated in writing; each booking is separately confirmed.

Client printed name: _____ Date: _____

Client signature: _____

Provider representative: _____ Date: _____

Provider signature: _____

Booking Confirmation & Pet Care Worksheet

Attach a completed worksheet to each booking; update medical and contact details when they change.

Booking

Pet(s): _____ Service(s): _____

Start date/time: _____ End date/time: _____

Price / add-ons / total: _____ Deposit paid: _____

Remaining due: _____ Special arrangements: _____

Pet Information

Pet name / species / breed / age: _____

Feeding / water / walks / routine: _____

Allergies / conditions / mobility needs: _____

Medications (name, dose, route, time, instructions): _____

Behavior triggers / bite history / handling plan: _____

Contacts & Access

Client travel contact: _____ Emergency contact: _____

Veterinarian: _____ Emergency clinic: _____

Key / lockbox / door-code method (store credentials separately): _____

Alarm / gates / camera disclosures / sleeping area: _____

Alternate caregiver if return is delayed: _____

Authorization

Owner-selected emergency spending limit: $_____

Additional approved behavioral support or referral, if any: _____

Client initials confirming this booking and instructions: _____ Date: _____

PUPTOWN GIRL PET SERVICES LLC

ADDITIONAL SERVICE AUTHORIZATION: Pawsome Park Adventures & Pet Transportation

This optional authorization applies only to booked Pawsome Park Adventures with pickup and drop-off. By selecting YES and signing below, Client authorizes PupTown Girl Pet Services LLC to transport the named pet(s) from the agreed pickup location to an approved, pet-friendly park or trail and return them afterward. Pickup, destination, schedule, price, and travel fee (if any) are confirmed before booking.

Transportation & Safety. Pets travel in the designated VIP PupTown Lounge area of Provider's vehicle, secured in an appropriately sized and fitted restraint or secured carrier. Available space does not permit free roaming during travel. Provider will take reasonable safety precautions and comply with applicable laws.

Adventure Activities. Visits may include supervised leashed walks, sniffing, exploration, enrichment, water breaks, and photo updates, tailored to the individual pet. Client must disclose health concerns, relevant behavior, travel anxiety, necessary equipment, and transportation restrictions.

Weather & Changes. Provider may modify, reschedule or cancel an adventure due to unsafe weather, park rules, road conditions, or pet safety, and will communicate material changes.

This is a separate, optional authorization. It does not waive liability or otherwise alter the existing Client Agreement. No transportation will occur under this service without affirmative authorization.

[ ] YES - I authorize transportation of the pet(s) listed below for booked Pawsome Park Adventures.

Pet name(s): _____

Client printed name: _____

Client signature: _____ Date: _____

This page supplements, but does not replace, the other pages of the Client Agreement. Please review with Michigan counsel before use.