EST. 2017 • SIMI VALLEY, CALIFORNIA

Pet Care Services Agreement & Policies

PAWsome Companions, LLC • Professional In-Home Pet Sitting & Dog Walking

Please read carefully before signing

Effective: October 2026

🛡️ **Licensed, Insured & Bonded**

⭐ **4.8 Stars · 42 Google Reviews**

💚 **Fear Free Certified**

🔍 **Background-Checked Care Team**

What This Agreement Covers

🏠 **Services & Bookings**
In-home sitting, dog walking & overnights — consultations, arrival windows & scheduling (§§1–11)

💳 **Fees & Payment**
Deposits, balances, methods & every fee disclosed up front (§§12–14)

📋 **Cancellations**
5/8/14-day windows, holiday terms & service credits (§§15–17)

🐾 **Pet Health & Safety**
Vaccines, behavior rules, meds & vet emergencies (§§27–36)

🏡 **Home & Access**
Keys, alarms, cameras & property conditions (§§21–25, 43, 48)

⚖️ **Liability & Disputes**
Liability cap, indemnification & binding arbitration (§§57–67)

How to Use This Agreement

This Agreement governs all pet care services provided by PAWsome Companions, LLC. Please read it in full before your 'PAWsome Connection' consultation. By signing below — or by electronically accepting, submitting payment, approving a reservation, or allowing services to begin — you confirm you have read, understand, and agree to these terms. If anything is unclear, ask us before services begin: **info@mypawsomecompanionsllc.com · (805) 206-0349**.

1 CLIENT AUTHORITY & ACCURACY OF INFORMATION

Client represents that Client is the legal owner of the pets receiving services or otherwise has authority to:

- Arrange and authorize pet care;
- Permit PAWsome Companions to enter the residence and property;
- Authorize transportation and emergency veterinary care when applicable; and
- Make decisions concerning the pets covered by this Agreement.

Client is responsible for providing complete, truthful, and current information regarding the pets, household, property, access procedures, emergency contacts, health conditions, behavioral history, and care instructions.

PAWsome Companions may rely upon the information provided by Client when making pet-care and safety decisions.

Client agrees to promptly update PAWsome Companions whenever material information changes.

2 SERVICES PROVIDED

PAWsome Companions provides professional pet care primarily in the Client's home and at approved off-property locations.

Services may include:

- Drop-in pet sitting visits;
- Dog walking;
- Hourly pet sitting;
- Puppy and kitten care;
- Overnight companion care;
- Extended and specialty overnight care;
- Medication administration;
- Injections, IV fluids, and post-op wound care — only as your veterinarian directs, after scope confirmation;
- Small-animal care;
- Basic household tasks related to pet care; and
- Other services specifically approved by PAWsome Companions.

The exact services, durations, rates, dates, and special requirements for a reservation are determined by the applicable quote, invoice, booking confirmation, or written care plan.

PAWsome Companions does not provide veterinary services and does not offer boarding or kennel services.

3 CLIENT PROFILE, REQUIRED FORMS & CARE INSTRUCTIONS

Before services begin, Client must complete and maintain an accurate profile through PAWsome Companions' approved booking platform, Walkies system, intake forms, or other approved system.

Required information may include:

- Pet names, ages, breeds, and identifying information;

- Feeding instructions;
- Medication instructions;
- Medical conditions;
- Allergies;
- Mobility limitations;
- Behavioral concerns;
- Bite or aggression history;
- Veterinary information;
- Emergency contacts;
- Home access information;
- Alarm instructions;
- Travel dates;
- Return information;
- Household hazards; and
- All animals residing in the home.

Client may also be required to complete or acknowledge:

- This Pet Care Services Agreement;
- Veterinary Release Authorization;
- Emergency Pet Guardianship information;
- Other forms reasonably required for the requested services.

PAWsome Companions may postpone or decline services until all required information and documentation have been received.

Client accepts responsibility for consequences caused by materially incomplete, inaccurate, misleading, or outdated information supplied by Client.

4 NO PET LEFT BEHIND POLICY

All animals living in the household must be disclosed, regardless of whether Client believes that animal requires direct care.

This includes dogs, cats, birds, reptiles, fish, livestock, small animals, exotic pets, and other animals.

This policy allows PAWsome Companions to account for animals during emergencies, evacuations, escapes, household incidents, or welfare concerns.

Undisclosed pets may result in additional charges, modification of services, or termination of the reservation when additional care or risk is created.

5 HOURS OF OPERATION

Office Hours

7:00 AM – 7:00 PM, seven days per week

Standard Pet Care Service Hours

Services are generally performed between 5:00 AM and 11:00 PM Monday–Friday and 6:00 AM and 11:00 PM Saturday–Sunday.

Certain overnight, specialty, emergency, or extended-care services may occur outside these hours.

Communication response times may be longer during overnight hours, holidays, emergencies, high-demand periods, and active pet-care routes.

Clients with pets currently under our care receive priority for urgent service-related communications.

6 COMMUNICATION & SERVICE DOCUMENTATION

For safety, documentation, and accountability, service-related communications should occur through PAWsome Companions' approved business channels.

These may include:

- Walkies;
- Approved booking platforms;
- Business email;
- Business phone;
- Business text messaging; or
- Other Company-approved written communication.

Clients may communicate with assigned caregivers regarding active pet care and immediate concerns. However, all scheduling changes, cancellations, additions, payment arrangements, and reservation modifications must be approved through PAWsome Companions.

Clients should report service concerns as soon as reasonably possible, preferably within 24–48 hours after becoming aware of the issue, so that relevant records and circumstances can be reviewed promptly.

PAWsome Companions may use GPS route records, timestamps, service journals, photographs, messages, and similar records for service verification, safety, quality assurance, and documentation.

7 RESERVATIONS & SCHEDULING

Service requests are accepted based on availability and are generally processed on a first-come, first-served basis.

A requested date or service is not reserved merely because Client submitted a request.

A reservation becomes confirmed only after PAWsome Companions has approved it and any required deposit, payment, documentation, or other booking requirements have been satisfied.

PAWsome Companions cannot guarantee availability for:

- Last-minute requests;
- Holidays;
- Peak travel periods;
- Same-day requests;
- Extended-care reservations; or

- Requests requiring specialized staffing.

Changes or additions to a confirmed reservation are subject to availability and may result in additional charges.

8 SAME-DAY & SHORT-NOTICE REQUESTS

Same-day and short-notice requests may be accepted when staffing and routing permit.

Such requests may require:

- Broader arrival windows;
- Alternate caregivers;
- Modified service durations; or
- Additional short-notice or scheduling charges when disclosed.

PAWsome Companions may decline a last-minute request because of staffing, travel time, incomplete information, safety considerations, or existing client obligations.

9 ARRIVAL WINDOWS

Because pet care involves traffic, weather, emergencies, route changes, unexpected pet needs, and other variables, exact arrival times are not guaranteed unless specifically approved.

Typical service windows are:

- Early Morning: 6:00 AM – 9:00 AM
- Late Morning: 9:00 AM – 12:00 PM
- Midday: 12:00 PM – 3:00 PM
- Afternoon: 3:00 PM – 6:00 PM
- Evening: 6:00 PM – 9:00 PM
- Late Evening: 9:00 PM – 11:00 PM

A narrower or time-specific arrival requirement may require prior approval and an additional fee.

Medical or specialty-care timing will be handled according to the approved care plan whenever reasonably possible.

10 NEW CLIENT 'PAWSOME CONNECTION' CONSULTATION & BEHAVIOR ASSESSMENT

New clients are generally required to complete a 'PAWsome Connection' consultation before pet care services begin.

'PAWsome Connection' Consultation

- 45 minutes
- $25 consultation fee
- The $25 fee is credited toward the Client's first completed service booking.

The consultation may include:

- Meeting the pets;
- Reviewing routines;
- Discussing behavior and temperament;
- Reviewing feeding and medication;
- Identifying medical or mobility needs;
- Reviewing access procedures;
- Evaluating walking or handling equipment;
- Discussing emergency procedures;
- Reviewing applicable services and policies; and
- Determining whether PAWsome Companions is an appropriate care provider for the household.

Completion of a consultation does not guarantee approval for services or future scheduling availability.

11 ADDITIONAL OR REFRESHER CONSULTATIONS

An additional consultation or meet-and-greet may be recommended or required when reasonably necessary because of:

- A new pet;
- Significant behavioral changes;
- New medical requirements;
- Major changes to the home or access procedures;
- Introduction of another caregiver;
- A significant gap in services; or
- Client request.

A standard additional consultation is generally 30 minutes and $20, unless a different service or extended care-planning consultation is required.

Additional consultation fees are not generally credited toward future services unless specifically stated otherwise.

12 RATES, QUOTES & SERVICE CHANGES

Rates are based on the service requested, duration, number of pets, level of supervision, care complexity, travel requirements, specialty needs, holidays, and applicable add-ons.

Current rates may change over time.

Once a reservation is confirmed, the rate quoted for that reservation will generally be honored unless:

- Client adds services;
- Care requirements materially change;
- Additional pets are added;
- Incorrect information was provided;

- Unexpected extended care becomes necessary; or
- Client approves a modification.

Current pricing, quotes, invoices, and written booking confirmations are incorporated into this Agreement by reference.

13 PAYMENTS, DEPOSITS & LATE FEES

Unless otherwise approved in writing:

- A 50% booking deposit is required to reserve services.
- The remaining balance is due no later than 72 hours before services begin.
- A $15 late fee applies to the Client's balance if the final balance is not paid within 72 hours before services begin.

Services may be suspended, delayed, or canceled if required payment is not received.

Client remains responsible for all properly authorized services already performed and applicable cancellation charges.

Returned checks, reversed payments, failed transactions, or other payment problems may result in applicable bank or processor charges where permitted.

14 ACCEPTED PAYMENT METHODS

PAWsome Companions may accept payment through methods including:

- Approved credit or debit card processors;
- Apple Pay;
- Venmo;
- Cash App;
- Cash; and
- Approved personal checks.

Card payments are subject to a processing fee of 2.9% + $0.30 per transaction.

Available payment methods may change from time to time.

Any lawful processing or convenience fee will be disclosed before or at the time payment is made when required.

The payment instructions shown on the applicable invoice should be followed.

15 CANCELLATION & RESCHEDULING POLICY

Reservations are held specifically for Client, and PAWsome Companions may decline other requests after dates have been reserved.

Standard Non-Holiday Services

At least 5 days' notice is required to qualify for cancellation treatment under our standard service-credit policy.

Holiday Services

At least 8 days' notice is required.

Overnight & Extended-Stay Services

At least 14 days' notice is required.

Late Cancellations

When cancellation occurs after the applicable notice deadline but more than 24 hours before the service, 50% of the total affected reservation may become non-creditable and due as the cancellation charge.

Payments already received will first be applied toward the applicable cancellation charge. Any remaining eligible balance may be handled as a service credit in accordance with this Agreement.

Less Than 24 Hours / En Route / Upon Arrival

A cancellation occurring:

- Less than 24 hours before service;
- After a caregiver has begun traveling to the appointment; or
- Upon or after arrival

may be charged at 100% of the affected scheduled service amount, with no service credit for that affected service.

Certain holiday, specialty, or high-demand reservations may have stricter terms when disclosed before booking.

16 NO CASH REFUNDS & SERVICE CREDITS POLICY

PAWsome Companions maintains a No Cash Refunds Policy applicable to its services, except where a cash refund is required by applicable law or expressly approved by PAWsome Companions.

Eligible cancellations are generally handled through service credits rather than monetary refunds.

Client understands and agrees that the following do not automatically create a right to a cash refund:

- Cancellation of services;
- Unused visits;
- Client returning home early;
- A trip being shortened;
- Client deciding not to use remaining visits;
- Changes in Client's personal circumstances;
- Discontinuation of services at Client's request;
- A pet being removed from the home;
- Client choosing another care provider; or
- Client otherwise being unable or unwilling to use previously reserved services.

Services Already Begun

Once a service period has begun, unused services caused by an early return or voluntary change in Client's plans are generally not refundable or creditable unless PAWsome Companions specifically approves an exception.

Service Credits

When PAWsome Companions issues a service credit:

- It may be used toward eligible future services;
- It may not be transferred unless approved;
- It is not treated as a cash deposit held for Client;
- It is not ordinarily redeemable for cash; and
- Any expiration or use restrictions will be governed by the written terms issued with the credit and applicable law.

Nothing in this section eliminates any refund or redemption right that cannot legally be waived.

If PAWsome Companions itself cancels services for reasons not caused by Client, Client's pet, unsafe property conditions, nonpayment, or another Client-related circumstance, PAWsome Companions will determine the appropriate rescheduling, credit, or refund consistent with the circumstances and applicable law.

17 PAYMENT DISPUTES & CHARGEBACKS

Clients are encouraged to contact PAWsome Companions promptly regarding any billing concern so that records can be reviewed and, when appropriate, corrected.

Initiating a chargeback or payment dispute does not automatically cancel an otherwise valid contractual payment obligation for services provided, deposits earned, or cancellation charges properly assessed.

Nothing in this Agreement prevents Client from exercising lawful rights available through a financial institution, payment processor, or applicable consumer-protection law.

18 HOLIDAYS & PEAK-DEMAND PERIODS

Holiday and peak-demand reservations are subject to increased demand and limited availability.

A holiday surcharge applies only when care is performed on Thanksgiving Day, Christmas Day, or New Year's Day:

- $15 per standard visit;
- $25 per overnight;
- $35 per 24-hour come-and-go; and
- $50 per 24-hour live-in.

During these periods, PAWsome Companions may implement:

- Modified scheduling;
- Broader arrival windows;
- Limited service availability;
- Restrictions on last-minute bookings;
- Indoor enrichment instead of outdoor activity when necessary; or
- Other reasonable operational adjustments.

19 CLIENT RETURN HOME / "I'M HOME" POLICY

Client must notify PAWsome Companions when Client has safely returned and resumed responsibility for the pets.

If Client has not confirmed the return, PAWsome Companions may reasonably assume continued care could be necessary.

If no return confirmation has been received within 12 hours after the final scheduled service, PAWsome Companions may conduct a welfare check when reasonably necessary.

If a caregiver arrives for a scheduled service and Client has already returned without canceling the visit, the scheduled service remains billable.

20 TRAVEL DELAYS, FAILURE TO RETURN & EXTENDED CARE

Client must promptly notify PAWsome Companions of:

- Flight delays;
- Road closures;
- Hospitalization;
- Emergencies;
- Unexpected trip extensions; or
- Any other circumstance delaying Client's return.

PAWsome Companions will make reasonable efforts to extend care but cannot guarantee availability.

Additional care is billed at applicable rates and may include emergency scheduling, holiday, peak-demand, emergency transportation, or extended-care charges.

If Client fails to return and cannot be contacted, PAWsome Companions may contact Client's emergency contacts or designated pet guardian.

If no authorized person can assume care and continued care becomes impracticable, PAWsome Companions may take reasonable lawful steps necessary to protect the pets' welfare, which may include contacting a veterinarian, emergency guardian, boarding provider, animal welfare authority, or other appropriate resource.

Client remains responsible for reasonable costs resulting from the unplanned extension of care.

21 HOME ACCESS, KEYS & ENTRY

Client authorizes PAWsome Companions and its authorized caregivers to enter Client's home and property for the purpose of performing approved services.

Client must provide reliable access before services begin.

Access may include:

- Physical keys;
- Lockbox;
- Door code;
- Gate code;

- Garage code;
- Community access;
- Smart-lock instructions; or
- Other approved access method.

A physical backup key or secured lockbox is strongly recommended whenever electronic access is used.

Garage-only or app-only access may be unreliable during power, battery, cellular, internet, or equipment failures.

PAWsome Companions will not intentionally leave keys beneath mats or in other unsecured outdoor hiding locations.

If the property cannot be accessed because of incorrect instructions, missing keys, malfunctioning systems, dead batteries, changed codes, or another Client-controlled access issue, the scheduled service remains billable.

A separate trip for key pickup, return, or access assistance may incur a $25 fee or another disclosed travel charge when extraordinary travel is required.

22 PARKING

Client should provide reasonably safe and accessible parking whenever possible.

If a caregiver must spend more than approximately 5 minutes locating parking, a $10 parking-delay fee may be added.

Client is also responsible for reasonable costs incurred for:

- Parking garages;
- Meters;
- Valet parking;
- Permits; or
- Other required parking expenses.

23 ALARMS, SMART LOCKS & SECURITY SYSTEMS

Client must provide complete instructions for security or alarm systems used during services.

Client is responsible for:

- Current alarm codes;
- Entry and exit procedures;
- Required passcodes;
- Guest-access permissions; and
- Informing the alarm or security provider that PAWsome Companions is authorized to enter.

Temporary or guest codes are recommended when available.

PAWsome Companions is not responsible for fees or losses arising from security-system or smart-home failures beyond our reasonable control, including:

- False alarms;
- Dead batteries;
- Internet failures;
- Power outages;
- Incorrect codes;
- Malfunctioning locks; or
- Client's failure to authorize access.

24 SURVEILLANCE CAMERAS, AUDIO RECORDING & PRIVACY

Client must disclose all indoor and outdoor cameras, recording devices, smart-home monitoring equipment, and similar surveillance systems that may capture PAWsome Companions personnel.

Exterior security cameras and doorbell cameras are permitted.

Indoor recording devices must be disclosed before services begin.

Unless specifically approved by PAWsome Companions for a legitimate pet-safety purpose, indoor surveillance devices should not be actively recording caregivers during private in-home pet care.

Audio recording must be disabled unless all legally required consent has been obtained.

Under no circumstances may a camera or recording device monitor:

- Bathrooms;
- A bedroom being used by a caregiver;
- Designated sleeping areas;
- Changing areas; or
- Other locations where a person has a reasonable expectation of personal privacy.

Hidden or undisclosed surveillance, prohibited audio recording, or recording in a private area may result in immediate suspension or termination of services.

Client is responsible for ensuring that Client's recording practices comply with applicable law.

25 SHARED CARE & THIRD-PARTY ACCESS

For safety and accountability, PAWsome Companions does not recommend shared pet-care responsibility during an active reservation and may require that PAWsome Companions be the sole professional pet-care provider during the service period.

Any shared-care arrangement must be disclosed and may require prior approval.

Client must notify PAWsome Companions if another individual will access the residence while services are active, including:

- Family;
- Friends;

- Neighbors;
- Other pet sitters;
- Housekeepers;
- Gardeners;
- Pool technicians;
- Contractors;
- Maintenance personnel; or
- Other visitors.

PAWsome Companions is not responsible for acts, omissions, pet-care decisions, property changes, pet escapes, damage, missing items, injuries, or other incidents caused by or attributable to third parties outside PAWsome Companions' control.

If third-party activity creates a safety concern or prevents proper performance of services, PAWsome Companions may modify or discontinue care.

26 CAREGIVER ASSIGNMENT & BACKUP CARE

Client authorizes PAWsome Companions to select and assign qualified authorized caregivers to perform services.

A particular caregiver is not guaranteed unless expressly agreed in writing.

Alternate or backup caregivers may be assigned because of:

- Illness;
- Emergency;
- Scheduling needs;
- Staff availability;
- Weather;
- Route changes;
- Safety concerns; or
- Other operational circumstances.

All authorized caregivers are expected to follow Company policies, applicable care instructions, and safety procedures.

27 MINIMUM PET CARE REQUIREMENTS

PAWsome Companions maintains minimum care standards intended to prevent pets from being left without adequate supervision, bathroom opportunities, food, water, medication, or welfare monitoring.

Puppies Under One Year

Generally require a minimum of five 45-minute visits per day, unless another appropriate supervised-care arrangement is approved.

Adult Dogs

Generally require at least two visits per day when left without another responsible caregiver.

Three visits per day are recommended for many dogs.

Senior, Crated, Medical, or Special-Needs Dogs

Additional visits or extended supervision may be required depending on the pet.

Cats & Small Animals

A minimum of one daily visit is generally required when the animal will otherwise be unattended for 24 hours or more.

Kittens require at least two 45-minute visits per day.

PAWsome Companions may decline a schedule we reasonably believe would be unsafe, inadequate, or inconsistent with the pet's welfare.

28 PET HEALTH, VACCINATIONS & PREVENTATIVE CARE

Pets must be reasonably healthy and safe for the type of service requested.

Client agrees to disclose known infectious conditions, parasites, medical restrictions, vaccination limitations, and veterinary recommendations.

PAWsome Companions may require age-appropriate vaccination or veterinary clearance depending on the service.

Commonly expected vaccinations may include:

Dogs

- Rabies;
- DHPP;
- Bordetella; and
- Canine influenza when appropriate for exposure level.

Cats

- Rabies; and
- FVRCP.

Pets participating in walks or other outdoor activities should receive veterinarian-recommended parasite prevention appropriate to their risk and medical condition.

Very young animals or animals that are not fully vaccinated may have outdoor activity restricted.

PAWsome Companions may modify or decline services when a health condition creates an unreasonable risk to the pet, other animals, staff, or the public.

29 CONTAGIOUS ILLNESS & PARASITES

Client must notify PAWsome Companions as soon as possible if a pet develops symptoms or is diagnosed with a potentially contagious condition.

Examples include:

- Persistent coughing;
- Respiratory illness;

- Vomiting;
- Diarrhea;
- Fever;
- Unexplained lethargy;
- Fleas;
- Ticks;
- Intestinal parasites;
- Contagious skin conditions; or
- Other transmissible illness.

PAWsome Companions may cancel, isolate, modify, or decline services when necessary for health and safety.

Applicable cancellation charges may still apply when the cancellation is caused by the Client's pet becoming unable to safely receive the reserved service.

30 MEDICATION & SPECIALTY CARE

PAWsome Companions may provide certain medication and medical-support services when accepted in advance. We offer injections, IV fluids, and post-op wound care — only as your veterinarian directs, after we confirm the scope in advance.

These may include:

- Oral medication;
- Topical medication;
- Eye or ear medication;
- Injections, IV fluids, and post-op wound care — only as your veterinarian directs, after scope confirmation;
- Post-operative supervision; or
- Other specifically approved tasks.

Client must provide:

- Written instructions;
- Correctly labeled medication;
- Accurate dosage information;
- Administration schedule;
- Storage instructions; and
- Demonstration when reasonably requested.

PAWsome Companions cannot guarantee that every pet will cooperate with medication administration.

If a pet resists, hides, becomes aggressive, vomits medication, refuses food required for medication, or otherwise prevents safe administration, PAWsome Companions will document the situation and attempt to contact Client when appropriate.

PAWsome Companions is not responsible for adverse reactions, treatment failure, disease progression, or complications attributable to the medication itself, a pet's underlying medical condition, inaccurate Client instructions, or the pet's refusal to accept treatment.

Additional time required for medication or specialty care may incur additional charges.

31 DIABETIC PETS & INSULIN

PAWsome Companions may accept stable diabetic pets requiring insulin administration after review of the pet's needs.

PAWsome Companions caregivers are not veterinarians and do not diagnose, prescribe, alter insulin dosages, or independently determine treatment protocols.

Client must provide accurate written instructions regarding:

- Insulin type;
- Dosage;
- Timing;
- Feeding;
- Storage;
- Known warning signs; and
- Emergency procedures.

Unless specifically agreed otherwise, PAWsome Companions does not perform veterinary diagnostic procedures such as blood-glucose curves or independent medical assessments.

Client understands that diabetic animals can experience serious medical complications despite proper care.

If a diabetic pet appears unstable, refuses necessary food, becomes unresponsive, displays signs of a medical emergency, or cannot safely receive medication, PAWsome Companions may seek veterinary assistance pursuant to Client's veterinary authorization.

32 EMERGENCY CONTACTS & PET GUARDIAN

Client must provide reliable emergency contact information.

At least two emergency contacts are strongly recommended, preferably individuals who are local and capable of assisting with the pets or property.

Emergency contacts should be able, when authorized, to:

- Access the home;
- Assist with pet care;
- Transport pets;
- Make urgent decisions;
- Receive pets temporarily; or
- Assume care if Client cannot return.

Client is encouraged to designate an emergency pet guardian for situations such as hospitalization, evacuation, severe travel delay, or other prolonged emergency.

33 EMERGENCY VETERINARY AUTHORIZATION

If a pet appears to require urgent medical care, PAWsome Companions will make reasonable efforts to contact Client.

When Client cannot be reached and delaying treatment could reasonably jeopardize the pet's welfare, PAWsome Companions may seek veterinary assistance pursuant to Client's veterinary authorization.

Care may be sought from:

- Client's regular veterinarian;
- A veterinarian identified in Client's profile; or
- An appropriate emergency veterinary facility.

Client remains financially responsible for veterinary expenses authorized on Client's behalf, including:

- Examination;
- Diagnostics;
- Treatment;
- Medication;
- Hospitalization;
- Transportation;
- Follow-up care; and
- Reasonable related expenses.

PAWsome Companions does not control or guarantee a veterinarian's availability, diagnosis, treatment recommendation, cost, or medical outcome.

34 EMERGENCY PET TRANSPORTATION

PAWsome Companions does not offer pet transportation as a bookable service. Client authorizes PAWsome Companions to transport a pet only when reasonably necessary in an emergency, including to a veterinary facility.

Transportation may include:

- Emergency veterinary treatment; or
- Emergency relocation.

Client must provide an appropriate carrier, restraint, harness, or other required safety equipment when applicable.

Emergency transportation costs may apply.

35 PET END-OF-LIFE & AFTERCARE

If a pet becomes critically ill, suffers a serious medical event, or passes away while under our care, PAWsome Companions will respond as compassionately and professionally as circumstances permit.

Reasonable efforts will be made to contact Client and emergency contacts.

If Client cannot be reached, PAWsome Companions may take temporary reasonable steps necessary to:

- Preserve the pet's remains;
- Protect other animals;
- Maintain sanitary conditions; or
- Coordinate with a veterinary facility.

Clients with elderly, terminally ill, or medically fragile pets are strongly encouraged to provide written end-of-life and aftercare instructions.

36 AGGRESSION, REACTIVITY & BITE DISCLOSURE

Client must disclose any known history or tendency involving:

- Biting;
- Snapping;
- Lunging;
- Aggression;
- Resource guarding;
- Territorial behavior;
- Fear-based reactions;
- Escape attempts;
- Handling sensitivity;
- Dog-to-dog reactivity;
- Human-directed reactivity; or
- Other behavior that could create a safety risk.

Failure to disclose known material behavioral information may result in immediate service termination.

PAWsome Companions may modify, suspend, or decline services if a pet demonstrates behavior that places the pet, staff, another animal, or another person at unreasonable risk.

Client is responsible for injuries, property damage, veterinary costs, and third-party claims caused by Client's pet except to the extent caused by conduct for which PAWsome Companions is legally responsible.

37 WALKING EQUIPMENT, LEASHES & IDENTIFICATION

PAWsome Companions uses humane, safety-focused, Fear Free-aligned handling methods.

Client must provide properly fitted and well-maintained equipment.

Approved equipment may include:

- Fixed-length leash;
- Properly fitted harness;
- Flat buckle collar;
- Identification tags; and
- Appropriate head halter when accepted.

PAWsome Companions generally does not use aversive or punishment-based equipment, including:

- Prong or pinch collars;
- Shock collars;
- Electronic correction collars;
- Choke chains;
- Tightening correction chains;
- Anti-bark devices;
- Spray correction collars;
- Retractable leashes;
- Slip leads used as punishment devices; or
- Improvised or unsafe equipment.

If safe equipment is not available, PAWsome Companions may use Company-approved safety equipment, modify the service, or decline outdoor handling.

Additional equipment supplied to Client may be billed when applicable.

Dogs participating in outdoor services must have appropriate identification whenever reasonably possible.

38 OFF-LEASH ACTIVITIES

For safety, dogs will not ordinarily be walked off-leash in unenclosed public areas merely because Client permits the dog to be off leash.

Off-leash activity may occur only when:

- The location is legally appropriate;
- The area is safely enclosed or the activity is an expressly approved service;
- PAWsome Companions determines conditions are appropriate; and
- The activity is consistent with Company safety procedures.

Client acknowledges that no recall command, fencing system, leash, harness, or containment method eliminates all risk of escape.

39 WALKS & OUTDOOR RISKS

Client understands that outdoor pet services involve risks that cannot be completely eliminated.

Potential hazards include:

- Coyotes;
- Rattlesnakes;
- Wildlife;
- Foxtails;
- Fleas, ticks, and insects;
- Uneven terrain;
- Falling debris;

- Traffic;
- Loose animals;
- Other people;
- Extreme temperatures;
- Poor air quality;
- Wildfire conditions;
- Water hazards; and
- Accidental injury or escape.

PAWsome Companions will take reasonable safety precautions but cannot guarantee that an outdoor environment will be free of hazards.

Client accepts the ordinary inherent risks associated with the outdoor service selected.

40 OUTDOOR PETS, DOG DOORS, FENCING & ENCLOSURES

No fence, gate, enclosure, invisible fence, yard, dog door, or containment system can be guaranteed escape-proof.

Client must disclose:

- Known fence damage;
- Gates that do not latch;
- Digging or climbing behavior;
- Escape history; and
- Other known containment concerns.

PAWsome Companions may refuse to use an outdoor area that appears unsafe.

To the fullest extent permitted by law, PAWsome Companions is not responsible for incidents caused by defective, damaged, unsecured, or inherently unreliable Client-provided containment systems unless the incident results from conduct for which PAWsome Companions is legally responsible.

41 WEATHER, HEAT, AIR QUALITY & ENVIRONMENTAL CONDITIONS

Pet and caregiver safety take priority over the originally planned activity.

Services may be shortened, rerouted, modified, delayed, rescheduled, or converted to indoor enrichment when conditions are unsafe because of:

- Excessive heat;
- Dangerous pavement temperatures;
- Severe cold;
- Rain;
- Thunderstorms;
- High winds;
- Lightning;
- Wildfire;

- Smoke;
- Poor air quality;
- Flooding;
- Road closures;
- Unsafe trails; or
- Similar conditions.

If an outdoor activity is shortened for safety, remaining service time may be used for indoor enrichment, potty care, companionship, or another appropriate activity.

PAWsome Companions retains reasonable discretion regarding weather-related safety decisions.

42 EMERGENCIES, DISASTERS & FORCE MAJEURE

PAWsome Companions is not responsible for delays or inability to perform normally caused by circumstances beyond our reasonable control, including:

- Wildfires;
- Mandatory evacuation orders;
- Earthquakes;
- Flooding;
- Severe weather;
- Power outages;
- Road closures;
- Public emergencies;
- Civil disturbances;
- Government restrictions;
- Internet or cellular outages;
- Serious accidents;
- Widespread transportation disruptions; or
- Other extraordinary events.

When reasonably safe and feasible, PAWsome Companions will attempt to continue or arrange necessary pet care.

Caregiver safety cannot be required to be placed at unreasonable risk.

Client is responsible for maintaining current evacuation instructions, emergency contacts, and an appropriate emergency pet-care plan.

43 OVERNIGHT CARE

Overnight services are performed in the Client's home.

Client must provide the caregiver with:

- A safe and reasonably clean environment;

- A private sleeping area;
- A functional bathroom;
- Climate control;
- Working utilities;
- Reasonable access to the home; and
- Necessary household instructions.

No camera or recording device may monitor the caregiver's sleeping, bathroom, or changing area.

PAWsome Companions may decline or discontinue overnight care if the home is unsafe, unsanitary, lacks reasonable privacy, or otherwise presents inappropriate working or sleeping conditions.

44 24-HOUR COME & GO CARE

A 24-Hour Come & Go reservation provides extended care while allowing the caregiver to leave periodically.

Unless a different arrangement is stated in writing, a caregiver will never be away from the residence for more than 3 hours at a time, and will not be away for more than 6 hours in total during a 24-hour period, to attend to personal needs, meals, other scheduled responsibilities, or operational requirements.

The exact absence pattern may vary.

For 24-hour live-in care, the caregiver remains on the premises.

Essential feeding, medication, bathroom, exercise, and safety requirements will be considered when planning departures.

Client must disclose any maximum alone-time requirement before booking so PAWsome Companions can determine whether the Come & Go service is appropriate.

45 PET ESCAPE OR MISSING PET

If a pet escapes or cannot be located, PAWsome Companions may take reasonable steps appropriate to the circumstances, including:

- Searching the immediate area;
- Contacting Client;
- Contacting emergency contacts;
- Checking likely hiding locations;
- Contacting local shelters or animal services;
- Contacting veterinary facilities;
- Using identification or microchip information supplied by Client; or
- Seeking other reasonable assistance.

Extended search or recovery efforts may result in additional service time or expenses when the escape was not caused by PAWsome Companions' legally actionable conduct.

No recovery effort can guarantee that a missing animal will be located.

46 SUPPLIES & EMERGENCY PURCHASES

Client must provide sufficient supplies for the entire service period, including:

- Food;
- Medication;
- Treats when approved;
- Waste bags;
- Cat litter;
- Cleaning products;
- Paper towels;
- Towels;
- Carriers;
- Crates;
- Leashes and harnesses; and
- Other necessary pet-care supplies.

If essential supplies unexpectedly run out, PAWsome Companions may attempt to contact Client.

When Client cannot be reached and obtaining the item is reasonably necessary to continue proper care, Client authorizes PAWsome Companions to make a reasonable necessary purchase.

Client is responsible for the purchase price and any applicable supply-delivery, transportation, or extended-time charges.

47 PET ACCIDENTS, CLEANING & BASIC HOME CARE

PAWsome Companions will make reasonable efforts to clean ordinary pet accidents discovered during scheduled services when appropriate cleaning materials are available.

We cannot guarantee complete removal of:

- Stains;
- Odors;
- Urine;
- Vomit;
- Feces;
- Hair;
- Mud; or
- Other pet-related messes.

Excessive cleaning that materially extends the scheduled service may incur additional charges.

Reasonable basic home-care services may also include tasks such as:

- Bringing in mail or packages;
- Adjusting lights;
- Taking trash to designated areas; or

- Similar minor tasks when requested.

PAWsome Companions is not a professional house-cleaning, landscaping, property-management, or plant-care service.

48 HOME & PROPERTY CONDITIONS

Client is responsible for maintaining a reasonably safe environment.

This includes:

- Secure fencing;
- Safe walkways;
- Working locks;
- Adequate lighting;
- Functioning utilities;
- Reasonable climate control;
- Safe flooring;
- Sanitary pet areas;
- Secured medications;
- Secured chemicals;
- Properly stored food;
- Secured firearms and weapons; and
- Removal or disclosure of known hazards.

PAWsome Companions may modify or discontinue services when property conditions create unreasonable risk.

Client should secure cash, jewelry, sensitive documents, irreplaceable property, and other valuables before services begin.

49 UNSAFE OR UNLAWFUL CONDITIONS

PAWsome Companions may refuse, suspend, modify, or terminate services when conditions are unsafe, unhealthy, threatening, or unlawful.

Examples include:

- Aggressive animals;
- Serious sanitation problems;
- Hoarding conditions;
- Biohazards;
- Unsafe people on the premises;
- Threats or harassment;
- Illegal activity;
- Unsecured weapons;
- Dangerous structural conditions;

- Lack of essential utilities;
- Unsafe temperatures;
- Hazardous substances; or
- Unsafe access.

Applicable cancellation or service charges may still apply when the condition is attributable to Client, Client's household, property, or pet.

When permitted or required by law, PAWsome Companions may report suspected animal abuse, neglect, abandonment, or serious welfare concerns to an appropriate authority.

50 EXTENDED SERVICE TIME

Unexpected circumstances may require a caregiver to remain beyond the scheduled service period.

Examples include:

- Veterinary emergencies;
- Serious pet illness;
- Difficult medication administration;
- Pet escape;
- Excessive pet-related cleaning;
- Access problems;
- Waiting for authorized emergency assistance;
- Behavioral issues delaying safe departure; or
- Other circumstances requiring additional care.

Additional time may be billed at the applicable current extended-care or service rate.

When practicable, PAWsome Companions will notify Client before incurring substantial non-emergency additional time.

51 INABILITY TO COMPLETE A SERVICE

A scheduled service remains billable when PAWsome Companions arrives or is prepared to perform the service but cannot reasonably complete it because of a Client-controlled circumstance, including:

- Inaccessible property;
- Incorrect access information;
- Missing keys;
- Unsafe animal behavior;
- Unsafe property conditions;
- Missing required equipment;
- Failure to provide necessary supplies;
- Undisclosed occupants;
- An unauthorized third party preventing access; or

- Cancellation after arrival.

When possible, PAWsome Companions will notify Client and document the circumstances.

52 PRE-EXISTING CONDITIONS, SENIOR & MEDICALLY FRAGILE PETS

Client acknowledges that senior, disabled, chronically ill, medically fragile, or previously injured pets may experience sudden deterioration even when reasonable care is provided.

Client must disclose known:

- Medical conditions;
- Chronic illness;
- Seizure history;
- Mobility impairment;
- Heart conditions;
- Respiratory conditions;
- Neurological conditions;
- Recent surgery;
- Previous injuries;
- End-of-life concerns; and
- Other material health information.

PAWsome Companions cannot guarantee prevention of age-related decline, progression of underlying disease, medical complications, or natural death.

Emergency veterinary authorization contained elsewhere in this Agreement remains applicable to these pets.

53 PHOTOGRAPHS, VIDEOS & SERVICE UPDATES

PAWsome Companions may photograph or record pets during services for:

- Client updates;
- Walkies journals; and
- Internal documentation.

PAWsome Companions will not intentionally publish Client's home address or sensitive personal information with pet photographs.

PAWsome Companions will only use a pet's photograph on its website or social media with the Client's separate written permission. Client may withdraw that permission at any time by notifying PAWsome Companions in writing.

The marketing opt-out does not prevent PAWsome Companions from taking reasonable photographs or videos for private service documentation, incident documentation, or Client updates.

54 RESPECTFUL COMMUNICATION & CONDUCT

PAWsome Companions is committed to professional and respectful communication and expects the same from Clients, household members, and persons acting on Client's behalf.

Threatening, abusive, discriminatory, harassing, sexually inappropriate, intimidating, or seriously disruptive behavior toward Company personnel may result in suspension or termination of services.

Nothing in this policy prohibits a Client from raising concerns, disagreeing with PAWsome Companions, pursuing lawful remedies, or providing truthful feedback regarding their experience.

55 PRIVACY & CLIENT INFORMATION

PAWsome Companions uses Client information for legitimate service and business purposes, including:

- Providing pet care;
- Scheduling;
- Billing;
- Emergency response;
- Internal documentation;
- Client communication; and
- Legal or insurance matters when necessary.

Client information may be shared with:

- Authorized caregivers;
- Veterinary professionals;
- Emergency contacts;
- Service providers reasonably necessary to operate the business;
- Insurers or claims representatives when appropriate; or
- Government authorities when legally required.

PAWsome Companions does not intentionally sell Client personal information as part of its pet-care services.

Reasonable administrative and technical measures are used to protect Client information, but no electronic system can be guaranteed completely secure.

56 BUSINESS INSURANCE

PAWsome Companions maintains business insurance appropriate to its operations.

Client understands that the existence of insurance:

- Does not guarantee that every incident or claim is covered;
- Does not guarantee payment of any particular amount;
- Does not create coverage where a policy excludes it;
- Does not expand PAWsome Companions' contractual or legal liability; and
- Does not create a contractual right to payment merely because a claim or disagreement occurs.

Insurance claims, contractual refunds, service credits, and Client billing obligations are separate issues and are governed by their respective policies, agreements, coverage terms, and applicable law.

57 ASSUMPTION OF INHERENT RISKS

Client acknowledges that pet ownership and professional pet care involve certain inherent and unavoidable risks.

These may include:

- Animal behavior;
- Sudden illness;
- Accidental injury;
- Escape;
- Interactions with animals;
- Wildlife;
- Environmental hazards;
- Pre-existing conditions;
- Natural disease progression; and
- Other events that cannot always be prevented through reasonable care.

Client knowingly accepts the ordinary inherent risks associated with the services selected.

PAWsome Companions will use reasonable care consistent with the service provided.

Nothing in this Agreement is intended to waive liability for fraud, willful injury, gross negligence, or any other liability that cannot lawfully be waived or limited.

58 LIMITATION OF RESPONSIBILITY FOR CIRCUMSTANCES OUTSIDE COMPANY CONTROL

To the fullest extent permitted by law, PAWsome Companions is not responsible for loss, injury, damage, illness, escape, delay, or other harm attributable to circumstances outside our reasonable control, including:

- Undisclosed medical conditions;
- Pre-existing disease;
- Inaccurate Client instructions;
- Client-provided equipment failure;
- Defective fencing;
- Third-party conduct;
- Natural disasters;
- Utility failures;
- Wildlife;
- Contagious disease exposure outside our control;
- A pet's unpredictable behavior; or
- Other unavoidable circumstances despite reasonable precautions.

Nothing in this section eliminates responsibility that cannot legally be waived.

59 CLIENT RESPONSIBILITY & INDEMNIFICATION

To the fullest extent permitted by law, Client agrees to be responsible for third-party claims, losses, injuries, or damages caused by:

- Client's pet;
- Client's breach of this Agreement;
- A known hazard Client failed to disclose;
- Unsafe Client-provided equipment;
- Inaccurate or materially incomplete instructions;
- Client-authorized third parties; or
- Unsafe property conditions within Client's control.

Client agrees to indemnify and hold PAWsome Companions and its owners and authorized personnel harmless from such third-party claims to the extent those claims were not caused by conduct for which PAWsome Companions is legally responsible.

60 LIMITATION OF LIABILITY

60.1 Cap on liability. TO THE MAXIMUM EXTENT PERMITTED BY CALIFORNIA LAW, THE COMPANY'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATED TO A RESERVATION — WHETHER IN CONTRACT, TORT, OR OTHERWISE — WILL NOT EXCEED THE TOTAL FEES ACTUALLY PAID BY THE CLIENT FOR THAT RESERVATION.

60.2 Excluded damages. TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY WILL BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

60.3 What this Section does not limit. Nothing in this Agreement limits liability for fraud, willful injury to person or property, willful misconduct, gross negligence, or violation of law (see Cal. Civil Code § 1668), nor does it limit any right or remedy that cannot be limited under applicable law. Nothing in this Agreement limits the liability of a third-party veterinarian or other third-party provider.

60.4 Property and personal property. The Company exercises reasonable care with the Client's home and belongings but is not an insurer of the Client's property. The Company is not responsible for pre-existing conditions, normal wear, or damage caused by the Client's pets.

61 CLIENT REVIEWS & GOOD-FAITH DISPUTE RESOLUTION

PAWsome Companions values direct communication and encourages Client to contact us promptly regarding a complaint or disagreement so that the matter can be reviewed in good faith.

Nothing in this Agreement restricts Client from:

- Providing an honest review;
- Expressing a truthful opinion;
- Reporting a concern to an appropriate authority;
- Communicating with an insurer;
- Seeking legal advice; or

- Exercising any other lawful consumer right.

PAWsome Companions likewise retains all lawful rights and remedies relating to fraud, harassment, threats, defamation, knowingly false factual representations, or other unlawful conduct.

62 DISPUTE RESOLUTION — BINDING ARBITRATION

Binding arbitration & jury waiver — read carefully

BY SIGNING THIS AGREEMENT, YOU AND THE COMPANY AGREE THAT ANY DISPUTE ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE SERVICES WILL BE RESOLVED BY BINDING ARBITRATION AS DESCRIBED BELOW, AND NOT BY A JUDGE OR JURY IN COURT. YOU ARE WAIVING YOUR RIGHT TO A JURY TRIAL AND, EXCEPT AS PROVIDED BELOW, YOUR RIGHT TO PARTICIPATE IN A CLASS, COLLECTIVE, OR REPRESENTATIVE ACTION IN COURT.

62.1 Good-faith negotiation. Before starting mediation or arbitration, the party asserting a dispute will give the other written notice describing the dispute, and the parties will attempt to resolve it through good-faith discussion for at least 14 days.

62.2 Mediation. If negotiation does not resolve the dispute, either party may request mediation in Ventura County, California, with a mutually agreed mediator. Mediation costs will be shared equally. Mediation is non-binding unless the parties settle in writing.

62.3 Mutual binding arbitration. Any dispute not resolved by negotiation or mediation will be resolved by mutual, binding arbitration — meaning both the Client and the Company give up the right to have the dispute decided in court by a judge or jury. The arbitration will be administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, before a single neutral arbitrator, in Ventura County, California. California law governs. The arbitrator will have the authority to award the same damages and relief a court could award, and the arbitrator's written decision will be final and enforceable in any court of competent jurisdiction, subject to the limited review provided by the California Arbitration Act (Cal. Code Civ. Proc. §§ 1280 et seq.) and the Federal Arbitration Act.

62.4 What this Section does not cover. (a) Either party may file a qualifying claim in small claims court in Ventura County instead of arbitration. (b) Either party may seek temporary or preliminary injunctive relief from a court to preserve the status quo while arbitration is pending. (c) Nothing in this Agreement waives any party's right to seek public injunctive relief under California law (see McGill v. Citibank); any claim for public injunctive relief may be pursued in any forum permitted by law. (d) To the fullest extent permitted by law, disputes will be resolved on an individual basis only — no class, collective, or representative arbitration — except that this waiver does not apply to claims for public injunctive relief described in (c).

62.5 Costs. Arbitration filing and arbitrator fees will be allocated under the AAA Consumer Arbitration Rules. Each party bears its own attorneys' fees unless the arbitrator determines a party's claim or defense was frivolous or as otherwise provided by law.

62.6 Severability of this Section. If any part of this Section 62 is found unenforceable, the remaining parts will continue in effect, and any unenforceable portion will be reformed to the minimum extent necessary to make it enforceable. If the class-action waiver in Section 62.4(d) is found unenforceable as to a particular claim, that claim will be severed and resolved in court while all other claims proceed in arbitration.

63 SERVICE REFUSAL, SUSPENSION & TERMINATION

PAWsome Companions may refuse, modify, suspend, or terminate services when reasonably necessary because of:

- Nonpayment;
- Repeated policy violations;
- Aggressive or unsafe animal behavior;
- Unsafe property conditions;
- Harassment or threatening conduct;
- Incomplete or materially inaccurate information;
- Missing required documentation;
- Inability to access the property;
- Medical needs beyond our accepted scope;
- Unreasonable risk to a caregiver or pet;
- Fraud or misuse of Company services; or
- Other material breach of this Agreement.

When circumstances permit, PAWsome Companions will attempt to provide reasonable notice.

Immediate termination may occur when necessary to protect a person, animal, property, or the Company.

Outstanding balances remain due following termination.

64 GENERAL CONTRACT TERMS

Entire Agreement

This Agreement, together with Client's approved care instructions, required authorization forms, invoices, written quotes, and confirmed booking terms, constitutes the agreement governing the applicable services.

Conflicting Terms

If a specific written quote or service addendum expressly modifies a provision of this Agreement for a particular reservation, the specifically agreed written term controls for that reservation.

Severability

If any portion of this Agreement is determined to be invalid or unenforceable, the remaining provisions will continue to apply to the fullest extent permitted by law.

No Waiver

A decision by PAWsome Companions not to enforce a provision on one occasion does not permanently waive that provision.

Headings

Section headings are included for convenience and do not change the meaning of the provisions.

Governing Law

This Agreement is governed by the laws applicable in the State of California.

No Oral Modification

Material modifications to confirmed service terms should be documented in writing through an approved Company communication method.

65 ELECTRONIC RECORDS & ACCEPTANCE

Client agrees that this Agreement and related service records may be presented, accepted, stored, and transmitted electronically.

Client's electronic signature, checkbox acknowledgement, online approval, or comparable affirmative electronic acceptance is intended to constitute Client's signature and consent to the fullest extent permitted by applicable law.

Client agrees to retain or request a copy of this Agreement for Client's records.

66 CLIENT ACKNOWLEDGEMENTS

By accepting this Agreement, Client specifically acknowledges and agrees that:

- Client has read and understands this Agreement.
- Client has had the opportunity to ask questions before services begin.
- Client has authority to arrange care for the pets covered by this Agreement.
- All material pet, behavioral, medical, household, and access information provided is accurate.
- All pets residing in the household have been disclosed.
- Client understands that arrival times are generally provided within service windows rather than guaranteed exact times.
- Client understands PAWsome Companions' minimum pet-care requirements.
- Client has disclosed known aggression, reactivity, escape behavior, bite history, and medical concerns.
- Client understands the cancellation policy.
- Client understands and accepts PAWsome Companions' No Cash Refunds & Service Credits Policy.
- Client understands that returning home early or deciding not to use remaining scheduled services does not automatically create a right to a cash refund or service credit.
- Client understands that insurance coverage is separate from the Company's contractual refund and service-credit policies.
- Client accepts financial responsibility for authorized services and applicable deposits, cancellation charges, veterinary expenses, emergency transportation charges, extended-care charges, and other agreed fees.
- Client authorizes emergency veterinary care as provided in the applicable veterinary authorization.
- Client will disclose surveillance cameras and comply with applicable recording and privacy requirements.
- Client understands that pet care, walking, and outdoor activities involve risks that cannot be completely eliminated.
- Client understands that third-party or shared-care arrangements may affect PAWsome Companions' ability to verify responsibility for events occurring during the service period.
- Client agrees to promptly notify PAWsome Companions of material changes to pet health, behavior, care instructions, access, travel plans, or emergency contacts.

- Client understands that PAWsome Companions may modify or terminate services when necessary for safety or when Client materially violates this Agreement.

67 FINAL ACCEPTANCE

By signing or electronically accepting below, Client confirms that Client:

1. Has carefully reviewed this Agreement;
2. Understands the terms and policies contained in it;
3. Voluntarily accepts those terms;
4. Authorizes PAWsome Companions to provide the requested services; and
5. Intends to be legally bound by this Agreement to the fullest extent permitted by applicable law.

Signatures

By signing below, each party agrees to the terms of this Pet Care Services Agreement & Policies. The Client confirms they have read this Agreement (including the **binding arbitration provision in Section 62** and the **limitation of liability in Section 60**), are at least 18 years old, and are authorized to contract for the listed pets and grant entry to the service address.

Client signature _____ **Printed name** _____

Date _____ **Second adult in household (optional)** _____

For PAWsome Companions, LLC:

Authorized signature (Co-Owner) _____ **Printed name — Amber Johnson / Douglas Schmachtenberger** _____

Title — Co-Owner, PAWsome Companions, LLC _____ **Date** _____