

WALKYPAWS, LLC AGREEMENT POLICY

WALKYPAWS, LLC DOG WALKING CONTRACT

The parties choose the stated addresses as their physical addresses at which legal proceedings may be instituted. Whereas the Client wishes to engage WALKYPAWS, LLC and WALKYPAWS, LLC agrees to undertake the services under the terms and provisions defined in the Become A Client Registration Form which shall all become part of the Contract. Any reference to pets in this contract shall refer to those specified on the Become A Client Registration Form.

RELATIONSHIP AND RESPONSIBILITY

It is expressly understood that the Client retains the services WALKYPAWS, LLC as an Independent Contractor and not as an employee. WALKYPAWS, LLC shall be responsible for their insurance and all statutory declarations and payments with regard to income tax and VAT where applicable. WALKYPAWS, LLC undertakes to perform the agreed-on services in an attentive, reliable, safe and caring manner and the Client undertakes to provide all necessary information to assist in this performance. WALKYPAWS, LLC undertakes to notify the Client of any occurrence pertaining to the their pet which may be relevant to the care and well-being of the pet. WALKYPAWS, LLC will supply and be equipped with a scooper or waste bags and will duly remove the dog's feces from all public places. WALKYPAWS, LLC reserves the right to walk only one dog at a time to dedicate the full attention to them. (Multiple dogs on a walk is allowed by must be approved by the Client and the Multiple Dogs on a Walk form is signed by the Client). The Client will provide suitable harnesses, collars and leads as approved by WALKYPAWS, LLC as well as coats or muzzles if required. WALKYPAWS, LLC shall not be obliged to perform any other duties except those specified on the Become A Client Registration Form. Shared Responsibility/Trespassers: WALKYPAWS, LLC has a No Shared Responsibility Policy in order to comply with our insurance policy (no exceptions will be made). This means no other person should share pet care responsibilities. 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.). WALKYPAWS, LLC cannot be held responsible for the acts of others that are allowed in and out of the home during the service period.

DURATION FOR SERVICES

Become A Client Registration Form shall come into effect the day that was selected by the Client via our client online scheduling platform and shall terminate on the last day the Client selected via our client online scheduling platform.

PAYMENTS

All payments must be made first prior to WALKYPAWS, LLC commencing any services. The client must make all service scheduling and payments first via our scheduling and payment platform online. WALKYPAWS, LLC reserve the right to not commence any services if payment is not made and approved. Manual credit card debits can be made by WALKYPAWS, LLC only when the Client fills out and approves a One Time Credit Card Payment Authorization Form provided by WALKYPAWS, LLC. For any billing, bookings or payments you work ONLY directly with WALKYPAWS, LLC. No service can be set up directly with the dog walker or pet sitter without the knowledge of WALKYPAWS, LLC. If service were to be set up without WALKYPAWS, LLC knowledge, that service would not be protected by WALKYPAWS, LLC insurances and would also violate your WALKYPAWS, LLC client agreement as well as the non-compete agreement we have with our staff. Our staff signed a non-compete agreement with WALKYPAWS, LLC. As a client of WALKYPAWS, LLC you may contact your pet sitter and/or dog walker directly for any pet or house related updates.

LIABILITY

WALKYPAWS, LLC will carry liability insurance relative to the services performed for the Client. A copy of the insurance policy has been made available to the Client and the Client acknowledges that he/she is familiar with its content. WALKYPAWS, LLC accepts no liability for any breach of security or loss of or damage to the Clients property if any other person has access to the property during the term of the agreement. WALKYPAWS, LLC shall not be liable for any mishap of whatsoever nature which may befall a pet or caused by a pet who has unsupervised access to the outdoors. The Client shall be liable for all medical expenses and damages resulting from an injury to WALKYPAWS, LLC caused by the Clients pet as well as damage to the Client's property. If the Client's pet is injured or death occurs, WALKYPAWS, LLC is released from all liability related to dog walking, pet sitting, pet taxi to and from any veterinary clinic, groomer or pet day care, the medical treatment of the pets and the expense thereof. Also, client must provide us with the alarm code to disarm and arm the alarm while our visit to eliminate any false alarms, if the client refuses to provide us with the alarm code and they rather arm or disarm alarm via their mobile, wireless or online and

a false alarm occurs, the client will NOT hold WALKYPAWS, LLC responsible for any damages or false alarm fees that occur.

REFUNDS

WALKPAWS, LLC does not offer any refunds for any paid services. Once the Client makes a payment to any of our services and scheduled it, it's non-refundable. For any reason, if the Client needs to reschedule, the Client must notify WALKYPAWS, LLC within 24 hours from that scheduled service. The Client will be issued a credit to apply the unused paid service for any other day needed without an additional charge to the Client.

CANCELLATION OR EARLY TERMINATION

Either party may terminate service 24 hours prior to the scheduled visit without incurring penalties or damages. Cancellation by the Client of scheduled visits without a 24 hrs notice will be charged at the full rate and a \$13 dollar cancellation fee surcharge (no refund of payment). If WALKYPAWS, LLC needs to cancel a scheduled walk due to unforeseen circumstances, Clients permission or approval is needed. Should any dog become aggressive or dangerous, WALKYPAWS, LLC will terminate complete service with immediate effect. Any wrongful or misleading information in the Become A Client Registration Form may constitute a breach of terms and be grounds for instant termination thereof. Termination under the circumstances described in above shall not entitle the Client to any refunds nor relief of any outstanding payments due.

INDEMNIFICATION

The parties agree to indemnify and hold harmless each other as well as respective employees, successors and assigns from any and all claims arising from either party's willful or negligent conduct.

EMERGENCIES

In the event of an emergency and the pet needs to be seen by a VET, WALKYPAWS, LLC shall immediately contact the Client at the numbers provided to confirm the Client choice of action which is also confirmed on the Become A Client Registration Form. **If the Client cannot be reached, WALKYPAWS, LLC is authorized to transport** the Clients pets to the the closest veterinarian. (To learn more about our Pet Taxi service, please go to the Services tab on top. Additionally Client also has to pay the Emergency Hourly Rate mentioned below) Client authorizes WALKYPAW, LLC to be available at an Emergency hourly rate of \$45 to oversee the circumstances and stay at the VET. (WALKYPAWS, LLC

requires the Client to have a responsible party to take care of their pets in the event of unforeseen circumstances such as illness, after surgery, and in the event of inclement weather or a natural disaster. It is best that the Clients emergency contact is a neighbor so they can reach the Clients home. WALKYPAWS, LLC is not responsible for pets in these circumstances). If any emergency procedures are done by the VET, WALKYPAWS, LLC is not responsible for any payments that are due.

SECURITY

WALKYPAWS, LLC warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Client and to return the same to the Client at the end of the contract period or immediately upon demand.

RELAXATION OF TERM

No relaxation, indulgence, waiver or release by any party of any of the rights in terms of this Agreement on one occasion shall prevent the subsequent enforcement of such rights and shall not be deemed to be a waiver of any subsequent breach of any of the terms.

GOVERNING LAW

This Contract and Agreement shall be construed, interpreted and governed in accordance with the laws of the State of Virginia should any provision of this Contract be judged by an appropriate court as invalid, it shall not affect any of the remaining provisions whatsoever.

WHOLE AGREEMENT

This agreement and Become A Client Registration Form constitute the sole and entire agreement between the parties with regard to the subject matter hereof and the parties waive the right to rely on any alleged expressed or implied provision not contained therein. Any alteration to this agreement must be in writing and signed by both parties.

PHOTO RELEASE AUTHORIZATION

The Client hereby grants to WALKYPAWS, LLC the right and permission to use my name, personal information, voice, signature, personality, persona, image, portrait, picture, photograph, or likeness in connection with advertising and promotional materials in any manner or media, including but not limited to motion pictures, sound recordings, publications, social media, and websites, without

further notice to me and for consideration which I hereby acknowledge. I shall have no right to approval and no claim, arising out of the use, alteration, distortion or use in any composite form, of my name, personal information, voice, signature, personality, persona, image, portrait, picture, photograph, or likeness. The Client releases WALKYPAWS, LLC and its assigns from any claims that may arise, regarding the use of my name, personal information, voice, signature, personality, persona, image, portrait, picture, photograph, or likeness, for libel, defamation, invasion of privacy, right of publicity, or infringement of copyright. This release shall be binding upon my heirs, executors, and administrators.

UPDATES

The Client must provide WALKYPAWS, LLC with any changes regarding their information on the Become A Client Registration Form

KEY RELEASE

The Client agrees and accepts full responsibility for authorizing the release of a key to their home to WALKYPAWS, LLC and will not hold WALKYPAWS, LLC liable for any damages that may be incurred to the Client's home or personal property. The Client further understands that it is their responsibility to verify with WALKYPAWS, LLC that their home has been properly secured once the Walker has completed their visit.

DISCLAIMER & RELEASE

WALKYPAWS, LLC will give the utmost attention and care for your pet(s) while you are away. With that being said, due to the unpredictability of animals, WALKYPAWS, LLC, its owners, independent contractors, agents, and representatives is not held liable for any accidents of any unusual or extraordinary nature. (e.g. biting, bedding, property damage, accidental death, etc.) WALKYPAWS, LLC is also not liable for injury, death, disappearance or fines of pet(s) that have access to the outdoors. You agree to hold WALKYPAWS, LLC harmless in cases of pet injury or death unless it is due to our negligence or misconduct. WALKYPAWS, LLC and any of its agents reserve the right to discontinue and not accept a job from any client for any reason. These policies are subject to change without notice, but we will make every attempt to contact you via e-mail when we make policy changes. By the Client registering and their pet(s) with WALKYPAWS, LLC you have fully read, agree, and comply with our Agreement Policy and enter into this release.

MEET AND GREET

New Clients: Meet and Greet is complimentary. At the meet and greet the Client is required to provide 2 sets of keys to the Dog Walker. 1 set for the dog walker and 1 set is kept at the WALKYPAWS, LLC office. If 2 sets of keys are not provided at the time of the scheduled meet and greet and the dog walker has to go back to pick up the other sets of keys, there will be a pick up fee of \$25.

SECURE KEY LOCK BOX

If Client does not provide WALKYPAWS, LLC a set of keys, the Client can rent out a secure key lock box from WALKYPAWS, LLC for a refundable flat fee of \$50. Once the key lock box is no longer needed and returned back to WALKYPAWS, LLC in the conditions that the key lock box was given to the Client, then the \$50 flat fee will be completely refunded back.

VISITS DURATION

All pet duration visits are as follows: from the time the staff reaches your property and opens the door, to the time they lock the doors to exit. Clients that live in Apartment Communities, pet duration visits are as follows: from the time the staff gets the key from the front concierge to the time they lock the Clients door to exit. WALKYPAWS, LLC also ask that Clients provide towels to dry off pets so that WALKYPAWS, LLC is better able to keep your pet and the Client's home clean and dry.

MONTHLY PLAN

Client MUST schedule their Dog Walking or Pet Sitting services M-F for a minimum of 20 bookings in a month.

Client can use the bookings at their own discretion within the month but expire 60 days from the purchase date.

SERVICES

DOG WALKING | PET SITTING : 2nd pet FREE under 20LBS (\$8 surcharge applied if 2nd pet is over 20LBS and for each additional pet)

WEATHER CONDITIONS | INCLEMENT WEATHER

WALKYPAWS, LLC reserves the right, in its sole discretion, to cancel any of their services due to weather, national emergency, and/or other emergencies. You will be notified of any cancellations. The client will never lose a paid booked appointment that is canceled due to weather conditions. It will be credited back on Clients account that can be used on the day after their last booking or on any other day. If Client lives in an area where WALKYPAWS, LLC cannot reach Clients

home safely because of poor road conditions (e.g. snow and or icy roads, sidewalks, driveways or any other areas that prevent WALKYPAWS, LLC to render their services) service will not be rendered to prevent any injuries to WALKYPAWS, LLC staff and to their Client's pet's. The client will receive an email and or text notification if this happens. The client is responsible for making arrangements for snow removal. Visits will not be rendered in snow covered driveways and/or walkways because of safety concerns.

WALKYPAWS, LLC WILL LIMIT WALKS TO UNDER 15 MINUTES

Under the following conditions:

EXTREME COLD: daytime temperatures below 30° F / wind-chill below 25°

OTHER: We will evaluate any case of extreme rain, wind, hail, or other weathers to best ensure the reasonable care of the pets and walkers. This may also affect travel time and time windows.

AIR QUALITY: AQI over 100 (code "Orange"), which is considered unhealthy by the EPA for sensitive groups, such as people who work outdoors.

ICE: Dangerous sidewalks/paths; ice that prohibits safe walking,

EXTREME HEAT: daytime temperatures of 90° F or Heat Index above 100°

HOME SECURITY ALARM

During the course of our services if there is an activated alarm, please make sure to provide detailed alarm instructions, the location of the keypad, alarm disarm code in your Registration form profile. If you do not provide us with proper details and alarm code, you agree to not hold WALKYPAWS, LLC responsible for any false alarm charges from the police or fire department. This information must be in your Registration profile so that WALKYPAWS, LLC and their walkers have access to that information.

SCHEDULING

WALKYPAWS, LLC requires a 3-hour window for any visit (we can also show up 1 hour prior to your scheduled time) **NOTE:** In unusual situations where there is an unforeseen delay we cannot always guarantee visits within the 3-hour window. If that is the case we will contact the Client to inform them. (Very important: Any Clients that our Monthly Subscribers will have an assigned walker to care for their dog(s) unless their walker cannot make it to the appointment, at which point a substitute walker will be assigned. Any Clients that are NOT our Monthly Subscribers are NOT guaranteed the same dog walker or pet sitter when they book.)

NO SHOW

WALKYPAWS, LLC will consider these situations as a NO SHOW by the client and services will be lost and not refunded.

*Walker arrives to scheduled service and can not access the building, house, apartment etc. to retrieve keys.

*If Client does not reschedule scheduled appointment with 24 hours of scheduled appointment and there is no need for the service that day.

*If Walker shows up to scheduled appointment and the pet is not at the service location.

SHIFTS AVAILABLE

Morning | 9am-12pm | Afternoon | 12pm-4pm | **Evening | 4pm-5pm (appointments accepted upon availability)**

(e.g. 3 hour window if the morning shift is selected - WALKYPAWS, LLC can show up to Clients home anytime between 9am-12pm)

HOLIDAY | WEEKEND VISITS (appointments accepted upon availability)

Holiday Pricing: A \$10 surcharge per visit will be added for all the following holidays: New Year's Eve, New Year's Day, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving, Christmas Eve, Christmas Day.

Weekend Visits: \$5 surcharge for any visits on Saturday or Sunday.

EMERGENCY VISIT

If immediate request is needed – Regular service rate plus \$15 surcharge.