

The Ruff Life – Client Services Agreement

This Client Services Agreement (this “Agreement”) is made by and between THE RUFF LIFE, LLC (“The Ruff Life”), a Pennsylvania limited liability company, and PET OWNER of the dog named and described in the Client Registration Form, herein called the “Client”.

This Agreement will be in full effect starting on the date of signature by Client. This Agreement represents the entire agreement. Acceptance of this Agreement by Client is constituted by either Client’s written signature or electronic signature.

Client acknowledges and agrees to the following Terms of Service:

Risks to dogs and property

Client understands that, despite all dogs being handled with greatest care by The Ruff Life, its employees, owners, or agents, and all dogs permitted on premises appearing healthy, participation in daycare, boarding, grooming, and/or outdoor walks poses potential risks to Client’s dog. Client understands and acknowledges that participation by Client’s dog in daycare, boarding, grooming, and/or outdoor walks may result in injuries or illness, including, but not limited to, contraction of communicable diseases, bites, cuts, scratches, abrasions, stress, soft tissue injury, sprains, fractures, loss of appetite, eye injuries, weight loss, allergic reactions, straying, loss, theft, or death. Client understands and acknowledges that, by signing this Agreement, Client waives and releases The Ruff Life, its employees, owners, and agents from any and all liabilities, claims, suits, damages or other losses that arise from Client or Client’s dog(s) being on the premises or under the care of The Ruff Life, its employees, owners, or agents, including, but not limited to injuries or damages caused by actions of any another dog or dogs. Client further agrees to pay for any medical or veterinary expenses incurred for treatment of Client’s dog for any or all of the above injuries or illnesses.

Health of Dogs, Medical and Other Records

Client affirms, by signing this Agreement, that Client’s dog is spayed or neutered (if dog is older than 6 months of age), and is current on all required vaccinations. Further, Client acknowledges that Client is permitted to bring Client’s dog to The Ruff Life only if Client’s dog is healthy, free from communicable diseases, and current on all required vaccinations, including, but not limited to, Rabies, Bordetella, Distemper/Parvo, and flea

and tick preventative. Client must provide The Ruff Life with proof of spays or neuters and proof of vaccinations prior to or upon Client's dog's first stay with The Ruff Life. Client is required to provide The Ruff Life with up-to-date records, per Client's veterinarian's recommended vaccination schedule. Client gives permission to The Ruff Life to contact Client's veterinarian for records or other information about Client's dog. Client further acknowledges Client may be required to register or license Client's dog with the City of Philadelphia and releases The Ruff Life from any obligation to do so.

Emergency and Medical Care

By signing this Agreement, Client gives permission to The Ruff Life, at its sole discretion, to obtain medical care for Client's dog at a facility of its choosing. Client agrees that any medical expenses incurred will be paid fully by the Client to the medical facility, or reimbursed in full to The Ruff Life per terms of the specific incident. The Ruff Life recommends that Client obtain pet health insurance with accident coverage. The Ruff Life will make every effort to provide advanced notice to Client should Client's dog require medical treatment.

Use of Images

Client grants permission to The Ruff Life to use any photographs, images, or recordings of Client's dog for any purpose without compensation to Client. Client hereby releases to The Ruff Life all rights to such images, photographs, or recordings.

Abandoned Dogs

Client gives permission to The Ruff Life to treat any dog not picked up within 72 hours of its scheduled pickup as an abandoned dog. The Ruff Life will make every effort to contact Client by phone, email, or other method should Client's dog not be picked up. Further, any costs or fees incurred by The Ruff Life to house, transport, or otherwise care for Client's dog will be paid promptly by Client to The Ruff Life.

Payment

Payment is due at the time of service. Client is required to keep a credit card on file with The Ruff Life. Rates will be those posted on our website (the "Website"), www.rufflifephilly.com, and any changes to these rates do not constitute a breach of this

Agreement or require an amendment to this Agreement. The Ruff Life will provide seven days' advanced notice to clients of any changes in pricing via email. It is the responsibility of the Client to ensure The Ruff Life has a current and valid email address on file. By continued use of services, Client accepts any changes to pricing. For any services requiring advanced bookings, Client acknowledges an advanced deposit may be required. Any cancellations not made within the terms posted to the Website are subject to no-show and/or cancellation fees. Any packages or subscriptions purchased (e.g. Daycare 10-pack) are non-refundable and non-transferable. Ten Packs expire in one year from purchase. We accept cash, checks, Visa, MasterCard, and American Express. Any bounced checks will require cash payment to settle any account balances, and a \$50 bounced check fee will be imposed. Late payments will be assessed a 10% monthly late payment fee. The Ruff Life will submit for collection, to a collection agency, any outstanding payment that exceeds 30 days.

Multiple Dogs

If Client registers more than one dog with The Ruff Life, the above terms will apply to each dog registered with The Ruff Life.

Referral Credit

For every dog you refer to The Ruff Life who uses our services, The Ruff Life will issue a credit to you for use at The Ruff Life. Referrals must be for new Clients, and use of services is defined as at least one day of daycare, one full grooming, or one overnight stay, paid in full by the referred Client.

Severability

If any one or more of the provisions contained in this Agreement is, for any reason, held to be invalid, illegal, or unenforceable in any respect, that invalidity, illegality, or unenforceability will not affect any other provisions of this agreement, but this agreement will be construed as if those invalid, illegal, or unenforceable provisions had never been contained in it, unless the deletion of those provisions would result in such a material change so as to cause completion of the transactions contemplated by this agreement to be unreasonable.

Non-Waiver

No waiver of any provision of this Agreement shall be deemed: (a) to be a waiver of any other provision in this Agreement; or (b) to be a waiver of any breach of the obligations under this Agreement. Any forbearance by The Ruff Life in seeking a remedy for any noncompliance or breach by Client, shall not be deemed to be a waiver of rights and remedies with respect to such noncompliance or breach.

By signing this Agreement, you affirm you are the owner of the dog named and described in the Client Registration Form, and you authorize to release your dog to the care of The Ruff Life. Further, you affirm you understand the terms of this Agreement, as well as the policies, terms, and fees of The Ruff Life, as outlined on the Website. The Ruff Life reserves the right to change or update these policies, terms, and fees without notice to you. Continued use of our services constitutes your consent to these changes.

Client Name: _____

Client Signature: _____

Date: _____