

PET SERVICE AGREEMENT

AGREEMENT OVERVIEW

This agreement contains the entire understanding between pet service provider Madison DogMa LLC, operating in the State of Wisconsin, and the client(s), collectively referred to as the parties. Pet service providers Madison DogMa LLC and its representatives, hereinafter will be referred to as DogMa(s).

The client(s) wish to engage Madison DogMa LLC and Madison DogMa LLC agrees to undertake the services under the terms and provisions defined in this Pet Service Agreement.

This agreement supersedes all prior and simultaneous agreements, both written and verbal, between the parties. This agreement is effective beginning September 1, 2021 and shall remain in effect, the only way to add or change this agreement is to do so in writing, with all parties notified.

COOPERATION

The parties agree to cheerful cooperation and communication for the best possible result within the definition of this agreement. Madison DogMa LLC shall provide services in a manner that is trustworthy and dependable, with kindness and careful attention to the needs of the pet(s). DogMa pet placement is determined by evaluating pet preferences, needs and personalities, and in consideration of DogMa home environments.

UNDERSTANDINGS, REQUIREMENTS & DISCLOSURES

If at any time during the service period there are circumstances that require a change in dynamic for the best possible experience and provision of services, Madison DogMa LLC reserves the right to move pet from an agreed upon DogMa home to another DogMa home, with permission of DogMa owner, Lindsey Decker. Madison DogMa LLC agrees to notify client of a transfer and reason(s) as soon as possible.

If at any time a pet's presence poses a danger to itself, other pet(s) or people, or contributes to an unsafe or difficult-to-manage dynamic in a DogMa home, Madison DogMa LLC reserves the right to transfer pet to another DogMa home; back to client's home and provide drop-in care or In-Client-Home boarding services; or transfer pet to an agreed upon second location preferred by client (i.e. neighbor, relative or kennel).

Clients utilizing In-Client-Home boarding services are required to inform Madison DogMa LLC upon booking of the presence of electronic surveillance systems, video recording devices, or security systems, keeping in mind DogMa's rights for privacy and safety assurance. All cameras and recording devices inside the client's home must be turned off for the duration of an In-Client-Home stay.

Clients utilizing In-Client-Home boarding services are required to inform Madison DogMa LLC if others have access to the client's home and premises, and the details of their access (such as cleaning crews, lawn care providers etc), keeping in mind DogMa's rights for privacy and safety assurance.

Clients are not allowed to enter DogMa homes, for the safety of all. All DogMas have an intentional introduction process when any new pet or person enters the home, to ensure a safe environment. All Meet & Greets will take place at the client home or wherever the pet is most comfortable. Any client providing transportation to or from a DogMa home will wait outside until the DogMa greets and receives or returns the pet(s); they will not be permitted to enter the DogMa home. DogMas may offer virtual or photo tours of their home environment upon request.

DogMas will not use any aversive training techniques or tools for any pet in their care. This includes, but is not limited to, prong collars, choke collars, e-collars, shock collars. These aversive tools will not come into any DogMa homes, programs, or services.

MADISON DOGMA PET SERVICES AND RATES

Description of services offered by Madison DogMa:

- DogMa Home Boarding: Overnight boarding in the home of a DogMa. DogMa provides water, offers food, medications, exercise, playtime, and rest. DogMa provides text updates to client on how pet(s) are doing during their stay. Pet(s) enter a DogMa's home and act as a member of the family; it is not a kennel facility and does not offer 24/7 supervision. Check-in time varies and is agreed upon between client and DogMa. Check-out is by 11:00AM; care provided after 11:00AM is billed as an additional day of boarding.
- In-Client-Home Boarding: DogMa stays overnight in client's home providing water, food, medications, exercise, playtime, and rest. DogMa tends to client's home, cleans up after pet(s), and checks security of home. DogMa provides text updates to client on how pet(s) are doing during the stay. DogMa does not offer 24/7 supervision. Check-in time varies and is agreed upon between client and DogMa. Check-out is by 11:00AM; care provided after 11:00AM is billed as an additional day of boarding.
- Day Boarding: Day care at a DogMa home for up to nine (9) hours. DogMa provides water, can offer food, exercise, playtime, and rest. Pets enter DogMa's home and act as a member of the family; it is not a kennel facility and does not offer 24/7 supervision. Client is responsible for transportation; start and end times vary between DogMa and Client schedules.
- Drop-In Visits: DogMa visits pet(s) at client's home. DogMa can provide water, offer food and medications, exercise, and playtime. May also include a walk within the neighborhood or a visit to a nearby dog park. Visits are thirty (30) or sixty (60) minutes.
- PETicures: Add-on service. Dog's nails are trimmed by a DogMa representative at a DogMa's home during their stay, or at pet's home.
- Dog Bath: Add-on service. Dog is bathed by a DogMa representative at DogMa's home during their stay, or at pet's home.
- Wedding Wrangling: DogMa picks up pet(s), facilitates appearance at wedding location for photographs, returns pet(s) home or to a DogMa home. Service can be combined with boarding services.

- **SNIFFari Adventures:** Lifestyle program for dogs. Group hikes on a private farm where dogs explore nature while learning to hike and work as a team. Pick-up and drop-off included with each hike. Dogs are typically out of the home 3-4 hours each hiking day. Dogs must hike a minimum of three (3) times per week. Dogs must be spayed/neutered.

Rates as of January 1, 2024:

	1 pet	2 pets	Additional dogs	Additional cats/small pets
DogMa Home Boarding (with regular checkout)	\$65	\$95	\$30/each	n/a
In Home Boarding (with regular checkout)	\$85	\$100	\$15/each	\$10/each
Day Boarding (up to 9 hours)	\$35	\$55	\$20/each	n/a
Extended Day Boarding (less than 12 hours)	\$50	\$70	\$20/each	n/a
Drop-in Care (30 minute visit)	\$30	\$40	\$10/each	n/a
Extended Drop-In (60 minute visit)	\$50	\$60	\$10/each	n/a
Dog Walk (30 minute visit)	\$25	\$35	\$10/each	n/a
PETicures	\$25	\$50	\$25/each	n/a
Dog Bath	\$30	\$60	\$30/each	n/a
Wedding Wrangling	\$100/hour per dog (1 handler per dog required)			
SNIFFari Adventures	\$40/adventure with minimum three per week			

LIMITATION OF LIABILITY + INSURANCE

Madison DogMa LLC agrees to make every effort to provide pet services as reserved and agreed upon. In the unlikely event that a DogMa becomes ill or has an emergency, Madison DogMa LLC will make every effort to transfer pet service to another DogMa. If for whatever reason this is not possible and the services need to be cancelled, liability is limited to the return of all payments for the stay.

If extreme circumstances result in the need for Madison DogMa LLC to cancel or refuse services, DogMa agrees to give as much notice as possible to the client. For cancelled or refused services, responsibility and liability is limited to the return of all payments for pet services related to the cancelled service.

Client has the responsibility of disclosing important information, unusual habits, known allergies, behaviors or nuances, history of biting incidents, and health issues to Madison DogMa LLC. Client also has the responsibility to notify Madison DogMa LLC with any changes or updates anytime Madison DogMa will be providing a service. Client is liable for additional costs that result from the omission of this important information needed to provide care and services.

Madison DogMa LLC is not responsible for any damage to client homes beyond the control of the DogMa.

Madison DogMa LLC agrees to remain insured through a professional pet sitting liability entity during service periods.

Madison DogMa LLC agrees to cover costs of initial veterinarian services related to preventable injuries while pets are in the care of DogMa should that injury be due to negligence of the DogMa only. Veterinary services covered by Madison DogMa LLC will be provided at Madison DogMa LLC's preferred veterinary clinic. Accidental injuries and the subsequent costs incurred are the responsibility of the client and must be paid for in full.

PAYMENT EXPECTATIONS

For boarding services, prior to the start of the stay - Madison DogMa LLC will send requests for payment via Intuit/QuickBooks. We kindly ask that clients submit payment before the stay begins.

For the SNIFFari Adventures program, drop-in care services, and day boarding - Madison DogMa LLC will send requests for payment via Intuit/QuickBooks. We kindly ask that clients submit payment upon receiving an invoice.

BOARDING CANCELLATION FEES

Rates as of January 1, 2021:

Notice	Cancellation Fee	Description
7 days or more prior to stay	No Charge	For DogMa Home boarding and In-Home boarding services, if a client initiates a cancellation of their stay and they give Madison DogMa at least seven (7) days notice prior to stay, there will be no charge for cancellation.
Less than 7 days prior to stay	35% of services reserved	For DogMa Home boarding and In-Home boarding services, if a client initiates a cancellation of their stay and they give Madison DogMa less than seven (7) days notice prior to stay, client will be charged 35% of services reserved as a cancellation fee.

Peak/Holiday stays: Within 14 days of stay	Non Refundable	Peak/Holiday boarding service stays will be billed fourteen (14) days prior to stay, and are due upon receipt.
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MEDICAL REQUIREMENTS, ILLNESSES & EMERGENCIES

Client pets are required to be current on Rabies and Distemper* vaccinations. Elective, but strongly recommended protections: Bordetella (kennel cough) vaccination, routine heartworm preventative, flea and tick preventatives. *The exact combination of a pet’s distemper combination may vary. The abbreviation for combination vaccines is frequently written as DHPP, DA2PP, DHPPV or DA2PPV on a pet’s health record.

DogMa does NOT board intact adult male dogs NOR female dogs that are actively in the heat cycle with other dogs. In-Home boarding services may be provided in these cases, if available.

The parties agree to understand that pet(s) utilizing DogMa services are sharing space and resources, germs and viruses (including but not limited to: Bordetella/kennel cough, oral papilloma virus/warts, various worms) are commonly spread and cycle through. The client is responsible for the cost of supplies or medications needed to treat common viruses and illnesses in their pets.

Should a pet become seriously injured or ill during their DogMa stay, the client will be informed as soon as possible. Client and DogMa will make determination for care needs, including possible need to seek veterinary care. Clients can choose to provide an emergency contact.

Client agrees to notify Madison DogMa LLC of any concerns with services within 24 hours of complaint.

AUTHORIZATION TO TREAT AND RELEASE VETERINARY INFORMATION

By accepting this agreement, client authorizes Madison DogMa LLC to seek any emergency veterinarian assistance needed for pet(s) during service provision period at the cost of the client. Client also authorizes Madison DogMa LLC to access pet’s medical records and communicate with veterinarian/clinic of record.