

PETEXEC GOLDEN PAW COACHING TERMS & AGREEMENT

This Agreement (“Agreement”) is made effective on this day between **PetExec** (“Company”) and “Member”. The Company and Member are collectively referred to as the “Parties”.

RECITALS

WHEREAS, the Company is engaged in the business of online web-based coaching;

WHEREAS, the Member agrees to all methods recommended by Company with regard to web-based coaching; and

WHEREAS, Member agrees to stay actively involved in the web-based coaching offered by Company in order to receive full benefits of all sessions.

OBJECTIVE/DESCRIPTION OF COACHING

The Golden Paw Coaching Series involves web-based coaching sessions covering the basics of the PetExec system and more advanced “paw smart” practices. Experienced PetExec coaches train students on how to use the features to enhance their business.

SESSION OVERVIEW

1. **Getting Started:** Familiarity with the Dashboard, Products and Services, Company Preferences and PetExec “Marketing Features”.
2. **Day-to-Day Operations:** Adding new customers/pets, products and services, check-in, check-out, using Dashboard features, reports, and employee administrative levels.
3. **Advanced:** Order processing, modifying orders, scheduled services, reporting, preference customization, and business strategies.

PREPARE FOR SUCCESS

Golden Paw Coaching is carefully planned and organized in order to accommodate busy schedules.

1. Coaching consists of three (3) one-hour sessions, or two (2) one and a half hour sessions, whichever is preferred by the Member.
2. Company and Member will begin each session on time and end each session on time.
3. Member must come prepared to all sessions and be prepared to learn and have fun.
4. Member should expect to have homework prior to each session. Company would like Member to get your “paws wet” in your PetExec System so that your personal coach can answer your specific questions related to functionality, workflow, and system navigation.
5. Members should have all questions handy. While there is a suggested agenda for each coaching session, if Member prefers to talk through your own questions and custom solutions for your business practices, your coach will be happy to assist you in that way.

We take a great deal of pride in providing our customers with the best product, training and support. Our goal is to see each Member succeed!

IS PETEXEC TECH SUPPORT STILL FREE FOR PACK MEMBERS?

- Yes, PetExec tech support has always been and will continue to be free. Support is provided to assist in basic questions relating to system use.
- Coaching is to provide assistance with learning and using various features specific to the needs of your business, including training owners, managers, and/or employees on system functionality, setup and general procedures.

PETEXEC GOLDEN PAW COACHING SERIES COSTS

- \$300.00 for three (3) one-hour long sessions, plus thirty (30) days of post-coaching program support via telephone and/or email with a PetExec coach.
- Payment of \$300.00 is required to be paid in full prior to scheduling the first Golden Paw Coaching session. PetExec coaches request you notify them at least twenty-four (24) hours prior to a scheduled session to cancel or reschedule. If prior notification is not given, or if sessions are continuously rescheduled without appropriate notification, session time(s) will be forfeited.
- No system can be expected to accommodate every custom business setup. Training is specific to current feature offerings of the PetExec system.
- Payment is non-refundable, regardless of failure to begin or complete the training series.
- Company offers training in the PetExec system, coaching, and guidelines, however Company will not be held responsible for a company's failure to implement the series of training lessons or the lack of the company's success.

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