



SERVICE AGREEMENT

Name:	
Phone:	
Pets:	

This agreement is effective beginning _____ and is between Wags to Whiskers, LLC and _____ (hereinafter referred to as the "Client") who resides at _____

This agreement constitutes permission to enter above address and perform duties as stated in the client/dog/cat information sheets.

Any changes to this agreement must be done in writing or they will be null and void. Wags to Whiskers, LLC has the right to make any changes to this agreement at will.

Services/Rates: Refer to the Wags to Whiskers Rate Guide for charges and fees.

Payment for Services:	All payments by check (made payable to Erica Gamauf) or cash and are due at beginning of service for that week. *
	An invoice will be emailed prior to the beginning of service for that week.

***in the event of a returned check, the client must pay the entire invoice and a \$50 fee promptly via cash**

Keys are kept by Wags to Whiskers, LLC.

***There will be a \$5 fee for every future key pickup from Customer**

***For your safety, NO KEYS will be mailed, hidden outside or locked in homes on last visits**

Any medical/health concerns (Must fill out Medication Waiver if administering meds):

Client Information Sheet completed:	<input type="radio"/> YES <input type="radio"/> NO
Dog/Cat Information Sheet completed:	<input type="radio"/> YES <input type="radio"/> NO

Veterinarian Release Form read and signed:	<input type="radio"/> YES <input type="radio"/> NO
Medication Waiver Form read and signed:	<input type="radio"/> YES <input type="radio"/> NO

Additional Information/Comments:

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POLICIES AND PROCEDURES

The client hereto agrees as follows:

LIABILITY POLICY

- Wags to Whiskers, LLC agrees to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Wags to Whiskers, LLC, unless arising from gross negligence on the part of Wags to Whiskers, LLC.
- Wags to Whiskers, LLC cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker is not present.
- Wags to Whiskers, LLC cannot be responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- Wags to Whiskers, LLC cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- Wags to Whiskers, LLC shall not be responsible for the loss, injury, death or actions of any pet that the client has left outside via doggie doors, or outdoor pets.
- Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. Wags to Whiskers, LLC does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatally injured or otherwise, when pets are left out or given access to a fenced area. This includes electronic, wood, metal or any other fence types.
- The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Wags to Whiskers, LLC for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- Wags to Whiskers, LLC does not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if client's pet should bite another person or animal.

- Wags to Whiskers, LLC will not walk unruly dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- If pets exhibit aggressive behavior that poses a risk to the Pet Sitter or prohibits them from caring for the pet, service will not be provided. If Client cannot be contacted, client authorizes Wags to Whiskers, LLC to place the pet in a kennel with all charges to be charged to Client.
- Wags to Whiskers, LLC does not diagnose or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- Wags to Whiskers, LLC will not be responsible for any keys the client has asked to be mailed.

CANCELLATION POLICY

- All clients that have walks scheduled on a regular basis will receive one fully refundable cancellation per month (when you cancel by 9AM the day prior to the walk).
- For any additional cancellations that month, you will be charged a cancellation fee equal to 50% of the walk.
- Last minute cancellations (cancellations requested after 9AM the day prior to the scheduled walk) incur a cancellation charge equal to the fee of the cancelled visit(s) up to \$50.
- The only exception is if the Federal Government is **CLOSED** due to weather or some other emergency.
- Wags to Whiskers, LLC understands the need to cancel for multiple days due to vacations, out of town business trips or other reasons. If you need to cancel 3 or more consecutive business days please contact me at least 14 days in advance to avoid incurring a charge for those cancellations.
- Holiday Cancellations: Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before any holiday, you will be charged for half of the visits.

EARLY RETURNS

If you return home early from a trip, please contact us immediately. If you do not notify Wags to Whiskers, LLC of an early return and we make a trip to your house and find out that you are home, the regular per visit charge applies.

BUSINESS HOURS

Business hours for customer inquiry fall between 9AM and 5PM. Visit times fall between 7AM and 10PM and services are usually completed during this time unless we are behind schedule. Wags to Whiskers, LLC will not accept time specific visit requests and we cannot guarantee specific times accurately. All visit requests are guaranteed within a 30 minute window.

LAST MINUTE BOOKING

All new customers must book at least 7 days in advance because of an initial meeting with you and your pet(s) must be completed. We will make every effort to accommodate last minute bookings for existing customers, schedule permitting.

BAD CHECK POLICY

A \$50 fee is assessed on all returned checks. All such fees are due promptly and must be paid via cash or money order only.

EMERGENCIES

- Client agrees to authorize Wags to Whiskers, LLC to handle any emergencies that may arise. Wags to Whiskers, LLC will make every effort to contact client. In the event client cannot be contacted, client authorizes Wags to Whiskers, LLC to use their best judgment and to be available at an hourly rate of \$30 to oversee the circumstances.
- Wags to Whiskers, LLC requires the client to have a responsible party to take care of their pet(s) in the event of unforeseen circumstances beyond our control, such as the event of inclement weather or natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Wags to Whiskers, LLC is not responsible for pets in these circumstances.
- In the event of injury or illness of your Pet Sitter, or other emergency circumstances where duties are unable to be performed, Client authorizes Wags to Whiskers, LLC to arrange for back-up sitter to take over duties as outlined in agreement.

INCLEMENT WEATHER

In the event of inclement weather, the plan will be as follows:

1. Every effort will be made to drive to your home.
2. The service schedule may be changed, interrupted, or altered due to circumstances.
3. If it is not possible to drive safely to your home, your emergency contact will be notified.
4. You will be notified that the above-mentioned contingency plan has been activated.

PAYMENT ARRANGEMENT

Payment is expected in full at the time of booking or on the first day that service begins. If payment is not received at the time of service, a \$25 late fee may be added to your invoice. Any outstanding invoices not paid within 10 days of receipt of invoice will accrue at 2% interest compounded daily after those days expire. In the event of additional unplanned visits, payment is expected within 7 days of the completion of services or the late fee of \$25 will be applied.

INCIDENTAL COSTS

Wags to Whiskers, LLC will provide receipts upon request for any unplanned or incidental expenses incurred such as food, litter, cleaning supplies or vet visits. Unforeseen purchases of supplies may incur a \$25 fee for travel costs.

KEYS

Client expressly gives Wags to Whiskers, LLC the authority to employ a locksmith on their behalf and to reimburse Wags to Whiskers, LLC per the Incidental Costs policy in the event of malfunction of the lock, keys or automatic door opener.

UPDATES

The client is responsible for providing Wags to Whiskers, LLC with updates on any changes regarding your pet(s) care and other pertinent information.

MEDICATIONS/VACCINATIONS

Under no circumstances will Wags to Whiskers, LLC service any pet that has any form of contagious illness. We require that all pets have the necessary vaccinations, immunizations and flea & tick preventatives before service begins. This is for the safety of other customers.

LEASHES

All dogs will be required to be on leash during outdoor walks. Pet owners are responsible for supplying a leash and harness or collar.

ACCESS TO YOUR HOME BY OTHERS

If customer allows any other person(s) access to their home during Wags to Whiskers, LLC's contract period, Wags to Whiskers, LLC cannot be held liable for any damages to property or pets as a result. Please notify Wags to Whiskers, LLC if someone will be in your home. Please also notify the person(s) in your home that Wags to Whiskers, LLC is coming so that your visitor is not surprised by our entrance.

CANCELLATION OF CONTRACT

Wags to Whiskers, LLC reserves the right to terminate this agreement at any time before or during this term. The client may cancel contract at any time in writing paying for any outstanding service invoices at that time.

By signing below the client fully understands and agrees to the contents of this agreement:

Client's Signature	Date