

## 51 Paws Service Contract

Pet comfort and safety and the security of your home are the top priorities of 51 Paws LLC. 51 Paws provides in home pet care while owners are out of town for business or vacation, at work, or for owners who need extra assistance with their pets.

For the purpose of this contract, the pet sitting service and their representatives (Independent Contractors or employees) will be referred to as 51 Paws and the pet owner will be referred to as CLIENT. The parties herein agree to the following terms and conditions.

Service contracts will remain valid for future services, with the exception of any agreed upon (written) changes in rates, fees, visit dates, and/or times. Online policies take precedence over all policies in print.

**Reservations:** Reservations are not guaranteed until we meet with you and payment is received in full by 51 Paws or a special arrangement is agreed upon by 51 Paws in writing. An in-home consultation is required prior to reservations for all new clients. While we can tentatively pencil in your dates, we must meet you and all pets before we commit to providing services. During the consultation, we will also review and complete forms, sign agreements, collect keys, and obtain any necessary codes. Client agrees and understands that 51 Paws will not be held responsible or liable if Client departs without having received confirmation for pet sitting dates requested.

51 Paws will not guarantee specific time slots. Visits will occur between 7-9am, 11-2, 3-5, and 7-10 pm unless otherwise agreed upon. In some cases, special arrangements can be made for visits outside these time frames. 51 Paws will not agree to any services requiring visits less frequently than once per 24 hour period.

**Service Area:** A 4 mile radius from the intersection of Poplar and Highland is the primary service area for 51 Paws. An additional fee of \$3 per visit and overnight will be added for clients who live 4.1-6.0 miles outside our primary service area.

**Fees/Payment:** Client must pay in advance by check made out to 51 Paws LLC. All fees for daily/weekly services are due by the first day of the week. Client shall pay a \$35.00 service fee for returned checks. Future services will not be booked until balance is paid in full. In the event client extends trip and 51 Paws is able to continue service or 51 Paws is required to stay longer at any visit due to unforeseen circumstances, client will be billed for this time and an invoice will be left at client's home. Payment should be received by 51 Paws within 5 days.

**Refund/Cancellation:** Overnights and visits booked 7 days or less in advance require full amount to be paid at the initial consultation and is non-refundable. If services are cancelled 8-14 days in advance, 50% of the total is due.

**Holidays:** An additional fee of \$9.00 will be added to all visits and overnights on the following holidays: New Year's Day, Easter Sunday, Memorial Day Weekend, July 4<sup>th</sup>, Labor Day Weekend, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, & New Year's Eve. **Payment is due in full at the time of booking and is non-refundable.**

**Keys:** Client must provide 51 Paws with **2** house key(s) during the initial consultation. If keys are not ready at this time, there will be a \$10 service fee to return to receive key. 51 Paws is not responsible or liable for any key(s) left outside at Client's request. 51 Paws must be notified of others that have keys or access to the Client's home. 51 Paws is also not responsible for any events that occur while someone else is in Client's home during the duration of 51 Paws service or for any damage to or loss of property from unauthorized entry. Client agrees to secure the home prior to leaving the premises and 51 Paws will re-secure home at the end of each visit. Please remember that garage door openers are not operational in the event of power outages. Therefore, we must have a minimum of two keys to your home. 51 Paws subscribes to insurance coverage for lock replacements in the event of a lost key.

In the event that locksmith services are required by 51 Paws to gain entry into Client's home due to a lock malfunction or a failure of the Client to leave the (correct) key, it will be the responsibility of the Client to reimburse 51 Paws for all costs. Client expressly gives 51 Paws the authority to employ a locksmith on the Client's behalf if deemed necessary.

**Visitors:** Client must advise 51 Paws of dates and times that relatives, friends, neighbors, and service people will be visiting the home. Please fill out the visitors/job sharing form, listing all names and numbers. 51 Paws is not responsible for any loss, damage, or compromised security if anyone else has access to your home for the duration of scheduled services.

**Pets:** Client must introduce 51 Paws to ALL pets within the home, including small animals and fish. Additional pets not introduced or agreed upon prior your departure are not covered by this contract. For pets that may have reservations about allowing strangers into their home, 51 Paws may allow up to 3 free consultations prior to client's departure, to allow pets time to adjust properly. If pets are still not comfortable with us in the home, 51 Paws reserves the right to deny services.

Should any pet become dangerous or aggressive 51 Paws may do one of the following:

- Arrange for emergency contact to begin caring for pets
- Place pet into a kennel or animal care facility, at the owner's expense, if emergency contact is unavailable or unwilling to care for pet(s).

If either action described above is deemed necessary, this contract shall be terminated unless 51 Paws agrees to continue services for other animals or provide house sitting duties at no reduction in price.

Client will be billed for the extra time spent with pet(s) in a effort to befriend them or to arrange for back-up care.

Any wrongful or misleading information from Client about pet's temperament and/or behavior may constitute a breach of the terms of this contract, in which case, this contract shall be terminated.

Termination under any of the circumstances described above shall not entitle client to any refunds and all outstanding balances must be paid in full within 5 days of arrival home.

**Emergency (Back-Up) Sitter:** In the event the 51 PAWS sitter is unavailable due to an emergency beyond his or her control, 51 PAWS reserves the right to replace sitter with another 51 PAWS owner, employee or independent contractor, unless owner gives permission to call a friend, neighbor or family member as needed. Every effort will be made to contact the owner in advance.

**Supplies:** Client is expected to provide all supplies, including food, litter, treats, cleaning supplies, paper towels, leashes/harnesses etc. 51 PAWS will charge an additional \$25.00 in addition to the cost of supplies if a trip to the store is needed

**Vaccinations:** All pets must be current on vaccinations. Client is responsible for paying all costs and damages incurred by any party bitten or injured by Client's pets or exposed to an illness carried by Client's pets.

**Outdoor Pets:** 51 PAWS shall not be held liable for the health, safety, disappearance or well-being of any pet(s) allowed, per client's request, to leave the confines of the house or yard or kept outside in between visits. 51 PAWS is not responsible for injury or death of pet due to broken or electric fences. Client is responsible for pet-proofing yard, security fences, gates and/or latches.

**Inclement Weather Policy:** Client entrusts 51 PAWS to use best judgment in caring for your pet(s) and home at the time of inclement weather. Every effort will be made to reach your home. The service schedule may be changed, interrupted, or altered due to circumstances. A nearby emergency contact has been requested at the time of initial consult. If it is not possible to drive safely to your home, your emergency contact may be notified.

51 PAWS will not walk dogs in severe weather, with the exception of short potty breaks if yard access is unavailable. Walks during the summer and winter months may be shortened due to excessive heat/cold. 51 PAWS is not responsible if, despite our best efforts, a pet refuses to be walked.

**Liability:** 51 PAWS shall not be held liable for the acts of one pet against another or for property damage caused by Client's pets. It is the client's responsibility to pet proof the home and yard prior to departure. 51 PAWS will clean up pet messes to the best of our ability using products supplied by client. 51 PAWS is not liable for carpet/floor stains created by your pets.

51 PAWS shall not be liable for Client's pets or property in the event of a natural disaster, including but not limited to, storm damage, floods, tornadoes, ice storms or fire. If a problem arises such as pipe rupture, break in, destruction of fence/gates by pets etc., 51 PAWS will make every effort to contact Client and follow instructions. If Client cannot be reached or immediate action is necessary for the health, safety, and welfare of the pet(s), Client authorizes 51 PAWS to make any repairs deemed necessary. The client agrees to reimburse 51 PAWS for all expenses incurred for repair of property and shall hold 51 PAWS harmless for work done by others

Client is responsible for any injury caused to 51 PAWS pet sitter or the general public by Client's pet(s) or conditions of Client's premises.

51 PAWS is released from all liability related to transporting pet(s) to and from any veterinary clinic or kennel, the medical treatment of the pet(s) and the expense thereof.

Client agrees to notify 51 PAWS of any concerns or complaints regarding service within 24 hours of last visit. 51 PAWS is licensed and insured; proof will be provided upon request.

**Photos:** Client agrees to allow 51 PAWS to take photos of my pets and post them on Facebook, Twitter, website, and other social media sites or to use them for marketing purposes. \_\_\_\_\_ (initial if agreed)

**Return home Phone call/text:** Client agrees to call or text sitter when home safely. Otherwise, 51 PAWS will arrive for the next visit to assure the safety and well-being of your pets. Client will be billed for additional visits at the regular rate. Please call/text/e-mail at any hour to let 51 PAWS know you have returned.

**Future Services:** Client authorizes this contract to be valid approval for services so as to permit 51 PAWS to accept all future telephone, online, text, mail or email reservations and enter my home without additional signed contracts or written authorizations. Client also agrees to any future changes 51 PAWS may have in rates or service. Client will be notified when services are scheduled if there are any changes.

51 PAWS reserves the right to deny or terminate service for any reason, but especially in the case of safety concerns, unsanitary conditions, inhumane treatment of animals, non-payment of services, or situations that the pet sitter(s) deem inappropriate or uncomfortable.

**By signing below, I the client, certify that I have read, understand, and agree to the terms and conditions of this contract (3 pages) and do confirm the accuracy of the information provided here as well as in the pet disclosure, vet release, and service request forms that I have completed and reviewed with my pet sitter.**

**I will notify Sit. Stay. Play! of any changes to my contact information, pet's health/routine or my home prior to the commencement of any service period.**

**This agreement is valid from the date signed and replaces any prior agreements. This agreement may be terminated by either party by giving 30 days written notice to the other party.**

Client Name (Please Print): \_\_\_\_\_

Address: \_\_\_\_\_

Client Signature/Date: \_\_\_\_\_