

### **GENERAL**

For the purposes of this document, the term “client” means the person(s) owning the home and pet(s) and entering into contracted services for pet and/or home care.

**A signed “Policies and Contract Agreement” must be provided to Pet Pals before service is provided for any period.**

**Full payment for pet services due on or before start date.** A \$10 charge may be assessed to service that is not paid on or before start date. There will be a \$30 service charge for each returned check.

Client must possess the legal rights to place the pet(s) in the care of Pet Pals. Pet Pals cannot provide service for clients with “visiting” pets that do not belong to the resident of the service site without a consent form signed by each rightful owner. The consent form must clearly state that the rights and conditions under the Pet Pals Policies and Contract Agreement apply to each “visiting” pet that will be in the care of Pet Pals.

The terms and conditions of this document apply to all the pets owned by the client, including any and all new pets that the client obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Client is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to, proof of vaccinations (including vaccination tags), name/contact tag, leash, harness/halter/collar, pet food, litter, litter box(es) and scooper, and cleaning supplies. Client authorizes reimbursement for any purchases necessary for the satisfactory performance of duties.

Client will be responsible for all medical expenses and damages resulting from an injury to Pet Pals staff, or other persons, by client’s pet(s). Client agrees to indemnify, hold harmless, and defend Pet Pals, in the event of a claim by any person injured by a client’s pet(s).

Client agrees to notify Pet Pals prior to the start of service of any signs of injury or possible illness of pet(s). Pet Pals reserves the right to cancel service if a potentially infectious condition exists. Pet Pals strives to provide safe and clean service to each of our clients. In doing so, Pet Pals strongly recommends that each pet be vaccinated, de-wormed, protected from harmful insects, etc. according to required and recommended standards.

Pet Pals may use their discretion to stop and end service at any time if Pet Pals determines that a pet(s) poses a danger to the safety or health of itself, other pets/animals, or other people, including Pet Pals staff. If concerns prevent the Pet Pals staff from continuing care for a pet(s), the client authorizes the pet(s) to be placed in a kennel, or other Pet Pals/client agreed upon locale. The client is responsible for all subsequent charges, including but not limited to, transportation, kenneling, veterinary care, and liability.

Pet Pals takes great pride in caring for your pets and home and pledges to provide agreed upon services in a manner that is trustworthy, caring, responsible, and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against Pet Pals and its staff, except those arising from negligence.

### **SERVICES AND RATES**

See current “Services and Rates” on our Pet Pals web site ([www.PetPalsYolo.com](http://www.PetPalsYolo.com))

### **PET SITTING**

Pet Pals ensures that all pet sitting services (according to “Services” found on the Pet Pals web site) will be completed for the type of service requested. The amount of time spent in the home and/or with client’s pet(s) may be less than the maximum stated for the requested service.

### **DOG WALKING**

Pet Pals ensures that all dog walking services (according to "Services" found on the Pet Pals web site) will be completed for the type of service requested. Finding and leashing the dog(s), returning the leash/equipment, writing pet sitter notes, refreshing water (if needed), or other client requests, is included in the specified dog walking time.

### **PAYMENT**

**Payment for service is due on or before the start of service.** Payment for weekly dog walk services is due on or before the first service each month. Pet Pals accepts several forms of payment, including: checks, cash, and all major credit cards. Credit card payments will be processed through Google Checkout (go to checkout.google.com). Checks/cash should be left in a noticeable/visible place in client's home.

### **RESERVATIONS**

Reservations must be made a minimum of three (3) days in advance for returning customers and seven (7) days in advance for new customers. Pet Pals realizes emergencies and last minute issues arise and will make every effort to accommodate these requests.

Reservations must be made via phone, by leaving a message at (530) 665-6223, or via e-mail at [info@petpalsyolo.com](mailto:info@petpalsyolo.com). Pet Pals is not responsible for accepting reservations or requests for services made by any other communication.

This contract authorizes Pet Pals to accept all future reservations and provide service without additional signed Agreement Contracts.

### **CANCELLATIONS**

**Prior to start of service:** If payment has been received, credit(s) will be provided for cancelled visits equal to the number of cancelled visits.

**During service:** Credit(s) may, at the discretion of Pet Pals, be granted for canceled visits equal to the number of canceled visits.

**Holiday service (any service that includes a holiday visit):** Cancellations made a minimum of 24 hours prior to start of scheduled service: if payment has been received, a credit(s) will be provided for cancelled visits, equal to the number of cancelled visits; if payment has not been received, client may cancel with no penalty assessed. Credit(s) will not be granted and full payment charged for cancelled visits within 24 hours of start of scheduled service.

**For any service:** Credit(s) will not be granted and full payment charged if Pet Pals arrives for a scheduled service prior to receiving/confirming cancellation.

**Pet sitting services** must be canceled a minimum of 24 hours prior to scheduled service. Clients may be charged for any scheduled pet sitting visits that fall within a 24 hour period of cancellation.

**Dog walking services** may be canceled anytime prior to service, including the day of service. Provided we have not shown up at your home, dog walking visit(s) may be credited.

Reservations are made to plan sitter availability to clients. Therefore, clients returning home early may be required to pay for the reserved amount of the remaining scheduled service.

### **CHANGE-IN-SERVICE REQUESTS**

Client's can request additional services and/or visits prior to or during service. Pet Pals will make every effort to accommodate additional service requests.

Cancellation of services and/or visits – see CANCELLATIONS above.

**WATERING REQUESTS**

Client is responsible for leaving detailed written watering directions specific for dates of service provided. Pet Pals is not responsible for wilted, dead, or otherwise unhealthy plants. Pet Pals is not responsible for water damaged areas or missed plants.

**KEY HANDLING**

While keys are in the possession of Pet Pals staff, they will be either on the Pet Pals staff's physical person, or be properly secured.

Client will provide one set of key(s) to Pet Pals at New Client Consultation meeting. Pet Pals prefers to retain client key(s) on file for future services; however, in the event client requests key(s) be returned an additional \$5 pick up/drop off fee may apply. Pet Pals will return key(s) per client's directions and is not responsible for lost or stolen key(s) during pick up/drop off of key(s). Pet Pals will not leave client key(s) inside the home in case emergency/last minute visits are requested and pet(s) needs additional care.

**HOLIDAYS**

Holidays stated below are subject to an additional \$5/visit charge.

- Thanksgiving (three days including the day before, day of, and day after)
- Christmas (three days including the day before, day of, and day after)
- New Year's (three days including the day before, day of, and day after)
- Memorial Day (day of only)
- July 4 (day of only)
- Labor Day (day of only)

**LIABILITY RELEASE**

Pet Pals is not responsible for damage to the home beyond the control of Pet Pals staff. This includes, but is not limited to, leaks, electrical problems, and acts of nature. If any event(s) occurs, Pet Pals will attempt to contact the client and/or emergency contact. Client gives permission to Pet Pals to resolve the situation to the best of Pet Pals judgment. Client is responsible for any incurred costs of repair or related fees.

Pet Pals is not liable or responsible for any injuries, accidents, damages, or loss to client's home, property, or pet(s) if other individuals access client's home (e.g., neighbors, friends, family, gardener, pool maintenance, house cleaner, etc.), or if client has not properly secured home. Client agrees to secure home prior to start of service. Pet Pals is not liable or responsible for any injuries, accidents, or damages caused by or due to client's pets. Pet Pals is not liable for any loss or damage in the event a burglary or other crime should occur while rendering service. Pet Pals will re-secure client's home as it was found upon entering.

Client is responsible for securing house and yard, including fences, gates, latches, etc. Pet Pals is not responsible or liable for the safety of any pets, including, but not limited to, death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.

**VETERINARIAN RELEASE**

In the event that any of the client's pets appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Pet Pals, the client gives permission to Pet Pals to seek veterinary care.

Primary Veterinary Clinic: [ \_\_\_\_\_ ] Primary Doctor: [ \_\_\_\_\_ ]

Client authorizes care up to \$ \_\_\_\_\_ ( \_\_\_\_\_ ), **OR** authorizes veterinary discretion for care ( \_\_\_\_\_ )

Pet Pals will make every effort to use the client's primary veterinarian but is authorized to use any veterinarian care necessary during service. Client is responsible for the cost of all veterinary care. Pet Pals will make every effort to contact the client if/when veterinary care is deemed necessary.

Pet Pals staff assumes no responsibility for the actions and decisions of the veterinary staff, and/or the health or death of clients pet(s).

Client authorizes Pet Pals and primary veterinarian(s) to share medical records of all client's pets with any veterinary clinic. Client assumes responsibility that all pets are current with rabies and other required or recommended vaccinations.

This agreement is valid from the date signed and replaces any prior veterinary release agreements. By signing this agreement, client grants permission for future veterinary care for any current or new pet(s) without the need for additional authorization for future Pet Pals services.

Client understands that this agreement applies to all of the client's pets within Pet Pals care. In signing this agreement, client agree that she/he has the sole authority to make health, medical, and financial decisions regarding the pets that receive Pet Pals service.

**Pet Pals encourages continued open communication with each client and is always willing to discuss any concerns at any time.**

**Pet Pals keeps detailed notes regarding client pet and home care, and realizes care may be seasonal and/or change over time. We welcome and encourage client's to leave additional notes/information detailing pet and/or home care.**

This agreement is valid from the date signed, and replaces any prior contract agreements. By signing this agreement, client agrees to any future changes to the Pet Pals "Policies and Agreement Contract" as posted on the Pet Pals web site ([www.PetPalsYolo.com](http://www.PetPalsYolo.com)). It is the responsibility of the client to review the Pet Pals web site for any future changes to the Pet Pals services, rates, policies, and agreement contract.

Either party may terminate this contract by giving thirty days written notice to the other party.

The client states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

\_\_\_\_\_  
Client Name (please print):

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date