



Pet Service Agreement

This Agreement is entered into this _____ day of _____, 20____ between Dog Walks and More (hereinafter referred to as “DWAM”) and _____ (hereinafter referred to as “Owner”), the owner(s) of pet(s) named on Pet Information Sheet(s) (hereinafter referred to as “Pet”).

Dog Walks and More provides the following services:

Dog walking – a 30, 45, or 60-minute visit including a walk/hike or run, play time, fresh water, and always lots of attention and love all customized to fit your pet’s needs and interests. Group walks consist of no more than 6 dogs per outing. Individual dog walking is also available. Walks are available Monday – Saturday. Includes pick up and drop off.

Dog daycare - A minimum of 3 hours up to 8 hours of time spent with the Pet Care Provider. Walking, playing, and relaxing are included. Daycare is available Monday – Friday. May include pick up and drop off.

Dog boarding – Overnights spent in the Pet Care Provider’s home. Check out is 10:30am Mon – Sat. Daycare charges will be billed for pick-ups or drop offs after 10:30am on the last day. Boarding services are available every day and an additional charge of \$10.00 will apply on Holidays. Pick-ups or drop-offs are not available on Sundays & Holidays because we are closed.

Pet Sitting – 30 or 60-minute visits to feed, walk, play, etc. with your pet(s). We bring in the mail, water a few plants, open/close curtains and make it look like someone is home. Cat and other animal visits can be once a day. Pet Sitting services are available every day and an additional charge of \$10.00 will apply on Holidays.

1. Dog Walks and More (“DWAM”) accepts Cash or Checks payable to Dog Walks and More. Credit cards are accepted with an additional \$6.95 convenience fee.
2. **Payment Policy:** Daily dog walks and Dog Day Care are billed monthly and due within 10 days. A 50% deposit is required to hold your place for vacation visits and overnight boarding. The remaining balance is due 10 days after you return. DWAM reserves the right to refuse service if payment is not made according to the foregoing policy. A \$35 insufficient funds fee will be charged for all returned checks.
3. DWAM reserves the right to deny services if your dog is aggressive or uncontrolled while in a leash. This especially applies to animals weighing in excess of 80 pounds. DWAM reserves the option to utilize leashes and collars that will best ensure the safety of your pet, DWAM pet provider and all other animals and/or people in the vicinity of your pet.
4. **Cancellation Policy:** A minimum of 24 hours notice is required for daily dog walks and dog day care appointments. If notice is not given, you will be charged for the visit. We do require a 50% advance deposit for boarding and pet sitting reservations. Cancellations must be made 14 days prior to departure date in order to receive a full refund of the deposit. Since so many of our customers rely on us to provide advance, verified reservations before they can finalize their travel plans, we must ensure that every reservation we accept is “real” and highly likely to occur. It would be unfortunate to have to upset travel plans because of lack of available space, and then come to find that we could have accommodated them all along, because of late cancellations. This responsibility to our customers drives our deposit policy.
5. **Key Policy:** DWAM requires clients to provide two keys at the initial client consultation if applicable. One key will remain with your DWAM Pet Care Provider and the second key will be maintained in a secure lock box at our office. Each key that we secure will be marked with an identifying number and the respective pet’s name. If Client prefers to have key returned, Client agrees to pay \$10.00 pick-up fee for future services.
6. **Pet Emergency Policy:** In the event of an emergency during a pet visit that threatens the health of your pet, we will ensure your pet is taken to a properly licensed pet health care professional for care. Our rate for the time associated with such special emergency care is \$20 per 30 minutes. Any charges by a licensed pet health care professional will be billed to the pet owner.
7. **Shared Assignment Policy:** To avoid unsafe situations such as unlocked doors, over feeding, missed feedings, lost keys, and incorrectly set alarms, DWAM, at its discretion, may refuse service if other individuals such as friends, family or neighbors are present in your home during a scheduled visit or are assisting in the care of your pet. While we understand that circumstances arise necessitating additional individuals’ presence in your home, we require advance notice of such a

circumstance in order to determine a mutually agreeable course of action to minimize DWAM's exposure to liability for potential actions taken by other visitors to your home.

8. Owner certifies the accuracy of all information given to DWAM about Pet.
9. Owner represents that he or she is the owner of Pet, free and clear of any and all encumbrances.
10. Owner agrees to provide Pet Care Provider with a sufficient amount of pet food to feed the pet according to his or her normal feeding schedule while in Pet Care Provider's care for in-home boarding and day care services.
11. Owner agrees to provide clearly marked medicine with instructions to Pet Care Provider, if applicable. Pet Owner hereby authorizes Pet Care Provider to administer such medicine to the pet in accordance with such instructions.
12. **Weather Policy:** In the event of inclement weather DWAM is entrusted to use their best judgment in caring for your pet(s) and home. Client recognizes that services may be postponed or rescheduled and that our priority is the safety of your pets.
13. If your Pet Care Provider is ill or has a personal emergency, Client authorizes DWAM to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this agreement or to reschedule services. Client will be notified in such case.
14. **Outdoor access:** DWAM will not be held liable for the well being or actions of any pet with unsupervised access to the outdoors.
15. **Vaccinations:** Client agrees to provide DWAM with proof of current vaccinations for all pets. Should pet sitter be bitten or otherwise exposed to any disease or ailment received from Client animal(s), Client agrees to pay all costs and damages incurred. Owner represents that Pet has not been exposed to rabies, distemper, kennel cough, or any other communicable disease within 20 days prior to service commencement.
16. Owner WILL NOT directly hire or engage any DWAM Pet Provider for pet-sitting, pet daycare, boarding or related pet services while Pet Provider is under contract with Dog Walks and More and for a period of two years following termination of a contract with Dog Walks and More. This includes Owner and any referral of our Pet Care Provider and/or services from Owner to a third party. Owner acknowledges that to do so would violate Pet Provider's exclusive contractual agreement with Dog Walks and More and would result in the termination of Pet Provider's agreement with Dog Walks and More plus monetary damages for breach of contract.
17. Unless Pet Owner has otherwise instructed Dog Walks and More and Pet Care Provider to the contrary, Pet Owner acknowledges and agrees that his or her pet may encounter and be allowed to interact and play with other dogs, cats and other pets and with people, including children. Pet Owner further acknowledges that animals are unpredictable and that there is a possibility of injury to the pet or to another animal or a person. Owner agrees to indemnify, hold harmless and defend DWAM and any DWAM agent from and against any and all suits, claims, liabilities or expenses incurred (including but not limited to reasonable attorneys' fees and legal costs), arising out of or caused by Owner's pet(s) or the services provided, including injury to Owner or others.
18. To the maximum extent permitted by law, pet owner (a) hereby releases Dog Walks and More, its owners and agents, including each pet care provider, from any and all liability for any injury or illness suffered by his or her pet while in pet care provider's care, except to the extent such illness or injury is the result of DWAM's or pet care provider's negligence or intentional misconduct; and (b) agrees not to initiate any legal proceedings against Dog Walks and More or pet care provider with respect to such released claims.
19. DWAM is closed for the following Holidays for all services except Boarding & Pet Sitting: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve, and Christmas Day. If the Holiday falls on a weekend day, then the Friday preceding and/or the Monday after will also be closed. Boarding & Pet Sitting services will be charged an additional \$10.00 on these days. Pick-ups and drop offs are not available on Holiday days.

By signing below Pet Owner agrees to accept this agreement with Dog Walks and More. Pet Owner acknowledges that he or she has read and understood this agreement and agrees to be legally bound by its terms.

Pet Parent

Date