



LEGAL CONSIDERATIONS AND POLICIES

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

- All unscheduled/unplanned fees (such as emergency taxi, accident clean-up, and others) must be paid within 14 days of service

A **signed Service Request** must be provided to Elizabeth's Pet Sitting before service is provided for any period.

Payment is due in a prompt manner.

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 or paid at the end of the week. Checks/cash should be left in a noticeable/visible place in client's home. The client has the option to pay in full by leaving payment on the first scheduled visit, pay half before the first scheduled visit and half upon their return, or send a check within 10 days after completion of assignment. Any unpaid portion may be accessed a late fee of 5 dollars per day.

There will be a **\$25 service charge** for each returned check.

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.

CANCELLATIONS

Cancellation Charge Schedule (% applies to entire service period total): May or may not be applied, discretion of Elizabeth's Pet Sitting based on circumstance.

- **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
- **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
- **8 days** prior to service or more: No charge, refund in full.

Reservations are made to plan sitter availability to clients. Therefore, clients returning home early may be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not preformed.

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

SERVICES AND RATES

See current "Services and Rates" on our web site (www.elizabethspetsittingdavis.com)

DOG WALKING

Elizabeth's Pet Sitting ensures that all dog walking services (according to "Services" found on Elizabeth's Pet Sitting 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.

KEY HANDLING

While keys are in the possession of Elizabeth's Pet Sitting they will be either on the Elizabeth's Pet Sitting in physical person, or be properly secured. Client will provide one set of key(s) to Elizabeth's Pet Sitting at New Client Consultation meeting. Elizabeth's Pet Sitting 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. Elizabeth's Pet Sitting 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). Elizabeth's Pet Sitting will not leave client key(s) inside the home in case emergency/last minute visits are requested and pet(s) needs additional care.

WATERING/HOME CARE

- Elizabeth's Pet Sitting is not responsible for wilted, dead or otherwise unhealthy plants/lawn. Elizabeth's Pet Sitting will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. **Please place all indoor plants together on a waterproof surface in plain sight**, as your pet sitter is not responsible for water damaged areas or missed plants.
- Elizabeth's Pet Sitting is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Elizabeth's Pet Sitting within 14 days.
- Elizabeth's Pet Sitting is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Elizabeth's Pet Sitting accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- All other individuals that visit the home will leave a log of their visit. An optional form may be provided.
- Elizabeth's Pet Sitting is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Elizabeth's Pet Sitting will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored an undisclosed location.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, Eli
- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Elizabeth's Pet Sitting will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Elizabeth's Pet Sitting is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Elizabeth's Pet Sitting within 14 days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Elizabeth's Pet Sitting, in the event of a claim by any person injured by the Pet.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". Elizabeth's Pet Sitting will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- Future Services: I authorize this contract to be valid approval for services so as to permit Elizabeth's Pet Sitting to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Elizabeth's Pet Sitting reserves the right to terminate this contract at any if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.
- Elizabeth's Pet Sitting agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence.
- Client agrees to notify Elizabeth's Pet Sitting of any concerns within 24 hours of return.

Elizabeth's Pet Sitting encourages continued open communication with each client and is always willing to discuss any concerns at any time. Elizabeth's Pet Sitting 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 Legal Considerations agreements. Client agrees to any future Elizabeth's Pet Sitting term changes relayed *verbally to the client*, mailed or emailed in writing to the client.
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature: _____ Date: ____/____/20____