

# Stay 'n Play Pet Care

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# Pet Care Service Agreement

This agreement is effective from \_\_\_\_\_ to \_\_\_\_\_ and is between Stay 'n Play Pet Care and \_\_\_\_\_ (hereinafter referred to as "client") who resides at \_\_\_\_\_.

This agreement constitutes permission to enter above address and perform duties as outlined in the Client and relevant Pet Information Sheet, Service Agreement, Vacation/Trip Log and Veterinarian Release.

Any changes to this agreement must be done so in writing or they will be null and void. Stay 'n Play has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented before any new services are rendered.

**Services/Rates:**  Dog Sitting     Cat Sitting     Small Animal Sitting     Fish Care  
 Bird Sitting     Dog Walking  
Other: \_\_\_\_\_    Rate: \$ \_\_\_\_\_ per visit

**Payment for Services:**  Cash     Check     PayPal

*\*In the event of a returned check, the client must pay the entire invoice and a \$30 fee promptly via cash or money order only.*

**Key Release:**  Left on final visit     Kept for future use     Mailed  
*\*There will be a \$5 fee for every future pickup*

Any medical/health concerns (Must fill out Medication Permission slip if administering meds):  
\_\_\_\_\_  
\_\_\_\_\_

Veterinarian Release Form read and signed:     Yes     No  
Client and relevant Pet Information Sheet filled out:     Yes     No

Additional Information/comments:

# Policies and Procedures

The client agrees to the following:

## 1. **Liability Policies:**

- ❖ Stay 'n Play Pet Care 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 Stay 'n Play PC unless arising from gross negligence on the part of Stay 'n Play PC. Client agrees to notify Stay 'n Play PC of any concerns within 24 hours of returning home.
- ❖ Stay 'n Play PC shall not be held 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.
- ❖ Stay 'n Play PC shall not be held responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ Stay 'n Play PC shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Stay 'n Play PC to allow outside while Stay 'n Play PC is not there. This includes pets with doggie doors and outdoor pets. Stay 'n Play PC reserves the right to move an outdoor pet to shelter in the event of extreme temperatures/weather. Stay 'n Play PC is not responsible for damages/costs involved with this move.
- ❖ 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 Stay 'n Play PC for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ All pets with electronic fences must wear their collars with fresh batteries. Stay 'n Play PC is not responsible for any animals that get out or inside of perimeter.
- ❖ Stay 'n Play PC will not sit for acutely ill animals or those with uncontrolled medical conditions. I suggest the pet be boarded with a vet.
- ❖ Stay 'n Play PC 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.
- ❖ Stay 'n Play PC will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- ❖ Stay 'n Play PC does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ❖ Client authorizes Stay 'n Play PC to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges.
- ❖ Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.
- ❖ Job sharing is not covered under my insurance. I cannot be responsible for your pet or home if another service provider, friend or family member enters your property while I am not there.

2. **Cancellation Policy:** Cancellations must be received within 48 hours of scheduled visit or a cancellation fee of \$30 will apply. Stay 'n Play PC reserves the right to deny service or terminate service if job differs from original consult or if job poses safety concerns, financial concerns, or inappropriate or uncomfortable situations.

3. **Business Hours:** Business and visiting hours fall between the hours of 6 a.m. and 9 p.m. and services are usually completed during this time unless I am behind schedule. Stay 'n Play PC will not accept time specific calls as I cannot guarantee specific times accurately. A three hour window is acceptable.

4. **Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via money order or cash only.

## 5. **Emergencies:**

- ❖ Client agrees to authorize Stay 'n Play PC to handle any emergencies that may arise. Stay 'n Play PC will make every effort to contact client, however client gives Stay 'n Play PC authority to act in the pet's/home's best interest and be available at an hourly rate of \$30.
- ❖ Stay 'n Play PC requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Stay 'n Play PC is not responsible for pets in these circumstances.

6. **Payment Arrangement:** Payment is expected before services are rendered. In the event of additional unforeseen visits or other costs (such as food, supplies, vet fees, etc.), payment is expected within 5 days of the completion of services or a late charge of \$20 will be applied.

By signing below the client fully understands and agrees to the contents of this 2 page agreement:

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date