

ALL GOD'S CREATURES PET SITTING SERVICE, LLC



Contract & Client Policy Agreement

The following agreement has been designed to be used as an outline of terms of agreement between the client and the pet care giver/s, and to serve as a guideline in which to protect the client, pet, and pet caregiver in your absence.

- 1) Client shall supply the caregiver with the veterinary information in case of an emergency. If you do not have one, client shall give caretaker permission to transport pet to the nearest facility for medical care and/or treatment. Please fill out veterinary release form, return to your veterinarian to be kept in your pets' records.

Veterinary Hospital

Phone Number

- 2) Client shall leave any medications and dosing instructions with caregiver along with schedule of administration of medication. (Rx diets included)
- 3) Client shall supply caregiver with contact information in case of emergency.
- 4) Dogs will be leash walked*, and cats should remain indoors * while client is away.
- 5) Caregiver shall not be held responsible for any damage to the home by the pet during client's absence. (ex. "bathroom accidents, chewing of furniture, carpet, etc., OR broken objects) unless caregiver is negligent (caregiver is unable for legitimate reasons for a schedule visit due to unforeseen reasons such as emergency of another pet, etc.)

*** If you cat goes outside, please advise caregiver. (Caregiver will not be held responsible for any loss or injury in your absence.)**

*** Client agrees to dog/s being off leash in owners absence. _____yes _____no (initials)**

Please read & sign next two pages regarding important policy information

INCLEMENT WINTER WEATHER POLICY

~ Client is responsible for ensuring pet sitter can safely gain access to their property in inclement weather ~

OVERNIGHT PET SITTING

All God's Creatures Pet Sitting Service, LLC requests the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example a neighbor). If we are physically unable to access to your home, this information is needed so that we can contact this person to request their assistance to check on your pet(s). In the event that the client does not provide a nearby emergency contact with access to their home for All God's Creatures Pet Sitting Service, LLC, client realizes that All God's Creatures Pet Sitting Service, LLC. will provide service, but not until conditions allow us to reach your home safely. This information will be stored in your client registration paperwork filled out at time of initial meet & greet consultation. If you need to update your emergency contact information, please contact Wendy at agcpss@gmail.com.

Should it become necessary for pet sitter to remove snow/ice, client is responsible for all costs incurred, including compensation for the pet sitters' extra time since this is not fall in to the normal category of pet sitting duties. In the event that the pet sitter cannot gain access to client's driveway, pet sitter is authorized to hire a snow removal service and client is responsible for all associated costs, including tow charges, if necessary.

DOG WALKING SERVICES

In order to ensure the safety of all staff members, there should be clear access to your driveway and house. If your driveway is not cleared of snow, and/or salted/sanded, All God's Creatures Pet Sitting Service, LLC dog walkers reserve the right to cancel a service, and the regular daily visit/dog walking fee will be charged for dog walkers time and travel expenses. You will be alerted by text message if service was not done due to the above conditions not being met.

Due to severe weather conditions, dog walking services may be cancelled to ensure the safety of all dog walkers. You shall receive a text message usually by 8:00 A.M. if services will be cancelled due to severe weather conditions.

Dog walkers and pet sitters also reserve the right to a limited daily visit. Ice, snow, frigid, rain, and/or extreme high temperatures (summer months) can cause safety issues for your pets as well. During any of these events, your pet may only go outside in for a "potty" break and no walk. We will certainly spend time with your pet, and play or visit with them inside. Please feel free to leave a towel for us to dry off or remove any sand, ice, or rain as well. If you would like us to use a pet coat or booties, please leave them in a place accessible for us such as with their leash.

HOLIDAYS

Pet Sitting services that cover a major holiday (Christmas, Thanksgiving, Independence Day, Easter, Labor Day, Memorial Day) will be subject to Holiday coverage rate of \$60/night. We operate 365 days a year, holidays included, and our staff is compensated for holiday coverage.

Dog Walking services are not affected by the above on all minor holidays (Veteran's Day, Martin Luther King Day, Columbus Day, etc.) during a regular scheduled work week. A 48 hour notice is required if you will not need service on a minor holiday.

CANCELLATION POLICY

There is a 24 hour cancellation fee on all dog walking services of 50%, and a 7 day cancellation fee on all pet sitting services of \$25.00. (Special conditions may apply)

PAYMENT POLICY

Payments are due when services rendered. A 10 day grace period will be placed on any outstanding balance, and a 15% late fee will incur for any unpaid balance not received after 10 days. Payments can be mailed to All God's Creatures Pet Sitting Service, L.L.C., PO Box 322, Greenfield, NH 03047 unless previous arrangements have been made with owner of All God's Creatures Pet Sitting Service, LLC.

We reserve the right to discontinue services until your balance is paid in full.

RETURN CHECK POLICY

There will be a \$35 fee for all returned checks.

STOP PAYMENT ON A CHECK

If a stop payment has been issued on a check made out to All God's Creatures Pet Sitting Service, LLC, you will be billed for the balance, and 15% late fee will apply if payment is not received within a 10 day period as stated above in payment policy section.

Client Signature

Caregiver Signature (1)

Print Name

Caregiver Signature (2)

Date

Print Name