



Kelsey's Super Pet Sitters

Phone: 716-430-0119

Service Agreement

This agreement shall remain in effect until terminated by either party in writing and is between Kelsey's Super Pet Sitters 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, and Veterinarian Release.

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

Dates of Service: _____ to _____

Services:

- Dog sitting Cat sitting Small Animal sitting
- Fish care Bird sitting Dog walking

Rate quoted: \$ _____ per _____

Payment for Services:

- Check Cash

Key Release:

- Return day following your return (\$5 fee) Kept on file for future use

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

Notification of after hrs, holiday, and convenience fees Yes No

Convenience fees are as follows(excepting emergencies):

Less than 1 week - \$3 Less than 24 hrs - \$5 Less than 8 hrs - \$10



Additional Information/comments:

Policies and Procedures

1. Liability Policies:

- a. Kelsey's Super Pet Sitters and its contractors agree 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 Kelsey's Super Pet Sitters or its contractors, unless arising from gross negligence on the part of Kelsey's Super Pet Sitters. Client agrees to notify Kelsey's Super Pet Sitters of any concerns within 24 hours of returning home.
- b. Kelsey's Super Pet Sitters cannot be 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.
- c. Kelsey's Super Pet Sitters cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- d. Kelsey's Super Pet Sitters or its contractors shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Kelsey's Super Pet Sitters to allow outside while sitter is not there. This includes pets with doggie doors and outdoor pets.
- e. 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 Kelsey's Super Pet Sitters for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- f. All pets with electronic fences must wear their collars with fresh batteries. Kelsey's Super Pet Sitters is not responsible for any animals that get out or inside of perimeter.
- g. Kelsey's Super Pet Sitters will sit for acutely ill animals and/or those with uncontrolled medical conditions with the understanding that we are not veterinarians and cannot be held responsible for adverse reactions to medications or therapy instructed by Client. We suggest the pet be boarded with a vet if complications are foreseen.



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- h. Kelsey's Super Pet Sitters 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.
 - i. Kelsey's Super Pet Sitters will walk unruly or untrained dogs. All pets must be walked on a leash, no exceptions.
 - j. Kelsey's Super Pet Sitters does not diagnose, prognosis, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
 - k. Client authorizes Kelsey's Super Pet Sitters to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges if a key was not provided initially by Client.
 - l. Job sharing is not covered under our insurance. We cannot be responsible for your pet or home if another service provider enters your property while we are not there.
2. **Business Hours:** Normal working handler hours are between 7 a.m. and 9 p.m., and office hours are 8 a.m. to 8 p.m. Pet visiting hours fall between the hours of 7 a.m. and will not be scheduled later than 8:30 p.m. Services are usually completed during this time unless we are behind schedule. Kelsey's Super Pet Sitters will accept time specific calls but we cannot guarantee specific times accurately. A 30 minute -1 hour window is acceptable.
3. **Convenience Policy:** Requests for services in less than 1 week will incur a \$3 convenience fee; within 24 hrs a \$5 fee; and within 8 hrs a \$10 fee. Kelsey's Super Pet Sitters reserves the right to assess each situation individually.
4. **Emergencies:**
- a. Client agrees to authorize Kelsey's Super Pet Sitters to handle any emergencies that may arise. Kelsey's Super Pet Sitters will make every effort to contact client, however client gives Kelsey's Super Pet Sitters authority to act in the pet's/home's best interest and be available at an hourly rate of \$15.
 - b. Kelsey's Super Pet Sitters 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. Kelsey's Super Pet Sitters is not responsible for pets once they are received by the emergency contact.
5. **Payment Arrangement:** Payment is expected on the first day(your return) pet sitting services are rendered or on receipt of invoice for daily pet services, such as walks,



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potty breaks, etc. The pet sitting payment is gathered in the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees). Payment is expected within 10 business days of the completion or invoicing of daily services or a late charge of \$15 will be applied every 5 business days until, at the very least, payment arrangements have been made.

6. **Cancellation Policy:** Cancellations must be received within 24 hours of scheduled walk/visit or a cancellation fee of \$18 will apply. Cancellation of overnight service must be given with 1 weeks notice or 100% of the fee will be retained. If client returns home early, cancels remaining visits for current scheduled visits no refund will be issued. Kelsey's Super Pet Sitters reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
7. **Privacy Policy:** Any and all information collected by Kelsey's Super Pet Sitters is for our working records only.

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

Client's signature

Date