



Paw Prince

Rick Tierney, President
914-220-2452
nypawprince@gmail.com

Pet Sitting Service Agreement

Date:	File Number:
Phone Number:	Pet's Name:

This agreement is effective from _____ to _____ and is between Paw Prince Pet Care Services, Inc. (hereinafter referred to as "Paw Prince") and _____ (hereinafter referred to as "client") who resides at _____.

This agreement constitutes permission to enter above address and perform duties as stated in the Client and Pet Information Sheet. This agreement will remain in effect for all future visits, provided that no significant changes have taken place by either party.

Any changes to this agreement must be done so in writing or they will be null and void. Paw Prince 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 Walking at \$_____ per walk Pet Sitting at \$_____ per visit

Additional Services: _____

Payment for Services: Cash Check PayPal Chase Quick Pay Credit Card

Key Release: Left on final visit Kept for future use Returned to Client

**There will be a \$5 fee for every future pickup*

**For your safety, NO KEYS will be mailed, hidden outdoors, or locked in homes on last visits.*

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

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

Additional Information/comments:

Policies and Procedures

The client hereto agrees as follows:

1) **Liability Policy:**

- ❖ Paw Prince and employees 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 Paw Prince or its employees, unless arising from gross negligence on the part of Paw Prince.
- ❖ Paw Prince cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker is not present.
- ❖ Paw Prince 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.
- ❖ Paw Prince cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ Paw Prince or its employees shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed the walker to allow outside while walker is not present. This includes pets with doggie doors and outdoor pets.
- ❖ Fenced in yards are wonderful play spaces for pets. However, no fence system is 100% secure for your pet's safety. Paw Prince does not accept responsibility or liability for any customer's pets that escape, are injured, become lost or fatally injured or otherwise, when pets are left outdoors or given access to a fenced in area. This includes electronic, wood, metal, and all other fence types.
- ❖ The client understands that all pets must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Paw Prince for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ Paw Prince does not accept aggressive pets. 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.
- ❖ Paw Prince will not walk unruly or untrained dogs or dogs that choke themselves on their leash or harness. All dogs must be walked on a leash or harness, no exceptions.
- ❖ If pets exhibit aggressive behavior that poses a risk to the Pet Sitter or prohibits them from caring for the pet, service will not be provided.
- ❖ Paw Prince does not diagnose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ❖ Paw Prince will not be responsible for any keys the client has asked to be mailed.
- ❖ 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.

2) **Cancellation Policy:**

Weekly dog walking/pet sitting visits must be booked by end of business day Friday of the preceding week. Cancellations will be received at least 24 hours ahead of scheduled visit in order to be credited for the daily walk fee. Paw Prince reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

Vacation visits must be booked at least 7 days in advance to ensure availability. A 50% non-refundable deposit is due at time of booking. A mandatory minimum of three (3) visits per 24-hour period is required for dogs. Cats must receive a minimum of one (1) visit per full 24-hour period. Cancellation of vacation visits must be received at least 48 hours in advance of first scheduled vacation service. Visits cancelled with less than 48 hours notice will be billed at the

full rate. Please understand that holiday seasons are the busiest periods for pet sitters and dog walkers. We may have turned away other clients because we have reserved time for you. Your cooperation in adhering to our cancellation policy is greatly appreciated.

- 3) **Business Hours:** Normal visiting hours are Monday through Friday, 9:00 AM until 5:00 PM and services are usually completed during this time unless we are behind schedule. Visits scheduled outside of these hours are subject to an additional charge. Paw Prince will not accept time specific calls, as we cannot guarantee specific times accurately. All visit requests are scheduled within a two-hour window. Office hours are Monday through Friday from 7:00 AM until 3:00 PM. If we cannot immediately take your call, it means that we are with another client, and our undivided attention is being given to them. Calls will be returned no later than the following business day.
- 4) An initial meeting with you and your pet(s) must be completed. We will make every effort to accommodate last minute bookings for existing clients, schedule permitting
- 5) **Bad Check Policy:** A \$50 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or money order only.
- 6) **Emergencies:**
 - ❖ Client agrees to authorize Paw Prince to handle any emergencies that may arise. Paw Prince will make every effort to contact client. In the event client cannot be contacted, client authorizes Paw Prince to use their best judgment and to be available at an hourly rate of \$30 to oversee the circumstances.
 - ❖ Paw Prince requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances beyond our control such as the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Paw Prince is not responsible for pets in these circumstances.
- 7) **Inclement/Severe Weather:**
 - ❖ In the event of a severe weather event, Paw Prince will initiate the following contingency plan: 1) Every effort will be made to reach your home safely; 2) The service schedule may be changed, interrupted, altered or cancelled at our discretion; 3) If it is not possible to safely drive to your home, your emergency contact will be notified as soon as reasonably possible; 4) You will be notified that the aforementioned contingency plan has been activated.
- 8) **Payment Arrangement:** Daily dog walking and/or pet sitting is billed in advance for the current month at the beginning of the month based on the anticipated number of visits needed. Payment is expected by Friday of the first full week of the month. Any unused visits (sick days, vacations, cancellations) will be credited to the next month. Vacation visits and overnight stays require a 50% non-refundable deposit at the time of booking, with the balance due immediately upon completion of service. In the event of cancellation, your deposit will be used as a credit toward future service.

In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 5 days of the completion of services or a late charge of \$25 will be applied. Unforeseen purchases of supplies or other items will also incur a \$25 travel charge.
- 9) **Updates:** The client is responsible for providing Paw Prince with updates on any changes regarding your pet's care, health, behavior and/or any other pertinent information.
- 10) **Medications/Vaccinations:** Under no circumstances will Paw Prince provide service to any pet that has any form of contagious illness. We require that all pets have the necessary vaccinations, immunizations, and flea and tick treatments before any service commences. This is for the safety of our employees as well as other clients.
- 11) **Leashes:** All dogs will be required to be on leash during all outdoor walks. Client is responsible for supplying a leash, collar and/or harness.
- 12) **Access to Your Home by Others:** If Client allows any other person(s) access to their home during Paw Prince's contract period Paw Prince cannot be held liable for any damages to your property or pets as a result. Please notify Paw Prince if someone will be in your home. Please also notify the person(s) in your home that Paw Prince will be entering your home so that your visitor is not surprised or otherwise upset by our entrance.
- 13) **Cancellation of Contract:** Paw Prince reserves the right to terminate this agreement at any time before or during its term. Client may terminate this agreement at any time, in writing, and paying immediately any outstanding service invoices.
- 14) **Use of Video Surveillance:** If you will be using surveillance cameras in the home, please initial below. We are honest, trustworthy, have nothing to hide, and don't mind if you use cameras. We only require that if we will be allowed to use your restroom OR if we will be having overnight pet sits in your home that cameras are not active in restrooms or the room in which we'll be sleeping, for privacy. Should we discover that live or recording cameras are active in these areas while we are using them, we reserve the right to terminate any and all contracts at our discretion. You also agree not to share any video of Paw Prince staff on social media or other public online or other

venues without our knowledge or approval, for any reason. In the event of a dispute, whether brought by the owner or a Paw Prince sitter, video footage may be shared with legal parties as necessary. _____ (Please initial)

15) Posting Your Pet(s) on Social Media: Paw Prince frequently uses images/pictures of our clients' pets for promotional purposes on our Facebook page and Twitter and Instagram accounts. No information regarding your identity, address, current location or any other personal information shall ever be disclosed. Any text associated with these images may disclose your pet's name, age, species, and breed while also describing certain personality traits such as tricks, favorite toys and affectionate gestures (belly rubs, ear scratches, etc.). By initialing below, you give Paw Prince permission to publish images of your pet(s) on our Facebook page and/or Twitter account, under the conditions listed above. _____ (Please initial)

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

Client's signature

Date