



Client Agreement

As a client of Walk, Wag, 'N More Pet Services, LLC, I hereby agree to the following terms and conditions of service:

1. Before any service will be rendered all paperwork must be duly provided to Walk, Wag, 'N More, including but not limited to: Client Agreement, Client Contact Information Form, Pet Information Form, Veterinary Release Agreement, and Key Handling Agreement.
2. Client is responsible for supplying the necessary safety equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness, gentle leader, or no-slip collar and a leash for walks. If the client does not have a proper collar and leash at the start of service, Walk, Wag, 'N More will supply them with one at the expense of the client.
3. For first time service, payment is due in full no less than 48 hours prior to the beginning of the first service. For return customers payment is due weekly or bi-weekly. For pet sitting customers, payment is due no less than two weeks following a scheduled service.
4. Cancellation Policy: To cancel a scheduled appointment Walk, Wag, 'N More must be notified by telephone as follows: For mid-day/afternoon dog walks/visits, notification between 7:30 – 9:00 am on the day of cancellation. For appointments before noon, Walk, Wag, 'N More must be notified by 9:00 pm the day prior to the scheduled appointment. For Pet Sitting appointments, cancellation must be made by telephone at least 48 hours prior to service. A cancellation in breach of this procedure will result in one-half the cost of a scheduled dog walk, visits, or taxi appointment, or the full cost of one day of service for pet sitting cancellations.
5. There will be a \$30 service charge for each returned check.
6. Any and all concerns regarding the services performed shall be addressed directly to Walk, Wag, 'N More within 24 hours of the completion of service. After 24 hours the Client agrees that it will be a rebuttal presumption that service was rendered in full satisfaction.
7. Walk, Wag, 'N More is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from their personal veterinarian or one chosen by Walk, Wag, 'N More if after hours or their veterinarian is closed.
8. Client is responsible for pet-proofing house and yard, and the security including but not limited to the fence, gate, and latches. Walk, Wag, 'N More will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
9. Walk, Wag, 'N More is not responsible for damage to the customer's property, both real and personal. Walk, Wag, 'N More will exercise ordinary care while on the customer's property. In the event of an emergency, Walk, Wag, 'N More will act with reasonable care under the circumstances. The customer will bear the costs of all such damage, including any additional costs that derive from reasonable steps taken by Walk, Wag, 'N More, in the event of a subjective emergency situation.

10. Property security will remain the responsibility of the client. In the event that Walk, Wag, 'N More is given security access it agrees to re-secure the property in the condition that it was in prior to its arrival. Any malfunction in property security will remain the responsibility of the property owner.
11. Walk, Wag, 'N More agrees to use reasonable care with all security information it is given by the Client, including but not limited to keys and security access codes.
12. It is the express policy of Walk, Wag, 'N More to attempt to contact our clients in the event of any unforeseen change in circumstances that affects our ability to perform the requested services. Notwithstanding, Walk, Wag 'N More reserves the right to terminate its service at any time if we determine that the client's pet poses a danger to the health or safety of itself, other pets, other people, or the pet sitter. If concerns prohibit Walk, Wag, 'N More from caring for the pet, the Client 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 Client.
13. In the event of a natural disaster or weather related emergency, it is the express policy of Walk, Wag, 'N More to attempt to contact our clients if the circumstances affect our ability to perform the requested services. Notwithstanding, Walk, Wag, 'N More will not be responsible for evacuating the Client's pet(s). It is suggested that arrangements be made with someone to evacuate their pets in case of such an event.
14. Client will be responsible for all medical expenses and damages resulting from an injury to a pet sitter, or other persons, by the pet. Client agrees to indemnify, hold harmless, and defend Walk, Wag, 'N More, in the event of a claim by any person or legal entity injured by the pet.
15. Walk, Wag, 'N More cannot service a home with "visiting pets" or animals that do not belong to the resident of the service site without a separate written agreement. As such the terms of this agreement apply only to pets owned by the client.
16. Walk, Wag, 'N More 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 Walk, Wag, 'N More.
17. This agreement is valid from the date signed, and replaces any prior legal contract agreements. The client authorizes this agreement to be a valid approval for future services and permits Walk, Wag, 'N More to accept all future telephone, mail, or electronic reservations, and enter the client's home without additional written authorization. Client agrees to any future Walk, Wag, 'N More term changes relayed verbally, in writing, or posted on our website under the heading Policies.

The Client states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature: _____ Date: _____