

# must luv dogs

## Legally Binding Client Contract

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

- A **Signed Client Contract** must be provided to your sitter before service is provided for any period.
  - Payment for service is due IN FULL one week before service starts. **Reservations are not held** until payment in full is received by Must Luv Dogs or special arrangements are agreed upon by both parties in writing. A \$2 per visit late charge will be assessed to service that is not paid in advance.
  - Any service requested at the “last minute” will be expected to be paid in cash or by money order at time of house key turnover.
  - There will be a **\$35 service charge** for each returned check.
  - Unpaid service may be cancelled without notice, including prior to or during the service period.
  - Emergency or last minute add on visits will be charged an additional \$10 per day and expected to be paid in full upon client return.
- Cancellation Charge Schedule effective 1/19/2007 (% applies to entire service period total):
  - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
  - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
  - **8 days** prior to service or more: No charge, refund in full.
- Reservations are made to plan sitter’s availability to clients. Therefore, clients returning home early will be given a %50 per visit refund only.

Only: Daily dog walk clients and Puppy check Clients will get a credit towards the next visit. Clients will not have to pay for scheduled Special Services not preformed.
- Must Luv Dogs is not responsible for wilted, dead or otherwise unhealthy plants. Must Luv Dogs will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. ***Please place all indoor plants together on a waterproof surface in plain sight***, as your pet sitter is not responsible for water damaged areas or missed plants.
- Must Luv Dogs is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Must Luv Dogs within 7 days.
- Must Luv Dogs is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Must Luv Dogs accept no responsibility for security of the premises or loss if other individuals have access to a client’s home, or if the home is not properly secured.
- At the time that service is booked, Owner will notify pet sitter of everyone who has been granted access to the home during the service period, and anyone who has keys to the home.

For liability purposes all other individuals that visit the home will leave a log of their visit.

- Must Luv Dogs is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Must Luv Dogs will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored at an undisclosed location.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).
- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Must Luv Dogs will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
  - Must Luv Dogs is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from either the pet's current veterinarian or the Jefferson Veterinary Hospital, under the care of Dr. Bryce Hauschilt. However, this company is not responsible for the health/well being of the animal.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Must Luv Dogs within 7 business days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Must Luv Dogs, in the event of a claim by any person injured by the Pet.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". Please leave an emergency contact number. Must Luv Dogs will definitely try to see to your pet's safety/care should such events occur, but cannot guarantee it.
- This contract also permits Must Luv Dogs to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations or agreements.
  - Must Luv Dogs may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter. If concerns prevent the Pet Sitter from continuing caring for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner.
  - Must Luv Dogs is not responsible for a client's pet that injures another pet, whether it is a pet of the client or someone else. The Pet owner will be held responsible for any reparations necessary to the victim's pet. Some Examples Are:
    1. While taking a client's dog for a walk it shows signs of over aggression to

another dog being walked and acts out on these urges and injures another dog.

2. A client's pet attacking or biting a pet in the same household.

3. A client's pet escaping or running away from the home and injuring another animal.

- Must Luv Dogs is authorized to "sub" a pet sitter into the clients home when deemed necessary by Kristy or Adam: examples: medical or family emergencies, vacations, or other such emergencies that may need a required pet sitter substitute. All pet sitter substitutes have been deemed qualified by Must Luv Dogs Pet Sitting.
- Must Luv Dogs agrees to provide agreed upon services in a manner that is trustworthy, caring, reliable and convenient. Client agrees to discuss any concerns with Must Luv Dogs within 24 hours of return after service.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Must Luv Dogs term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website under the heading Terms .
- The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

\*\*We can not be responsible for the way your pet reacts when you are away. We will try our hardest to keep them happy, comfortable, and safe. If you feel your pet will have some issues while you are away, it is a MUST that we know. \*\*

**Client/Owner Name:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*Please leave your initials on bottom of first and second page as well\*

-Please leave emergency contact information below:

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