

CLIENT CONTRACT



OBSERVED HOLIDAYS

New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day

Dog Walking on Holidays: The Wag Staff is closed for regular dog walking assignments on holidays.

Daily Visit & Cat Care Holiday Surcharge: A \$10 per visit surcharge is applied on a holiday.

Overnight Care Holiday Surcharge: A \$20 per night and \$10 per mid day visit surcharge is applied on a holiday.

PAYMENT

All payments MUST be received before or on service start date. A \$10 fee will be applied if we are required to make a separate trip to pick up payment.

Forms of Payment: The Wag Staff accepts all major credit cards, bank transfers, checks and cash. There is a \$30 fee for any returned checks.

Late Payments: A \$20 fee will be added to payments received after service start date every 15 days until payment is received.

Payment for Overnight Care: Trips booked for 7 nights or more OR booked over any observed holiday (also including Spring Break) will require a 50% deposit which is refundable ONLY with a 30 day cancellation notice. The remainder must be received before or on service start date. For new clients booking overnight care we require half down (non-refundable) at time of your consult to secure your service dates and times. The other half must be received before or on service start date.

Payment for Dog Walking, Daily Visits & Cat Care: Payment for dog walking, daily visits and cat care must be received before or on service start date. Payment for dog walking packages are required by the first day of service for that package.

CONFIRMATIONS & CANCELLATIONS

Service Confirmation: We will make a confirmation text or email no less than two (2) days before each service contract starts. (Please note on the Membership Form your preference on how to contact you). Please make sure to respond to our service confirmation to ensure your pet's needs are carried out as intended.

Cancellation Policy: Cancellations for all services other than overnights must be received by 5 PM the business day prior to scheduled service, otherwise full fees apply. Overnight Care cancellations that are not booked over an observed holiday or spring break require a minimum of 72 hours notice prior to the first day of scheduled services otherwise full fees apply. Because we have limited availability for overnight care and may have to turn other clients away we do not refund or credit for early returns.

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HAZARDOUS CONDITIONS

Inclement Weather/Natural Disaster: If the federal government or public schools in your district are closed due to inclement weather, you can call/text/email us by 9:00 AM the day of the visit to cancel the walk or daily visit without charge. The Wag Staff will make all reasonable attempts to drive safely to your home and care for your pets as soon as possible in inclement weather. However, we strongly recommend that you arrange backup care with a trustworthy neighbor in case roads are closed, dangerous or impassable due to ice, snow, floods, etc. The Wag Staff reserves the right to cancel visits if staff are unable to safely reach your home. The service schedule may be changed, interrupted, altered or cancelled due to circumstances.

HOME ENTRY

Key Policy: We require a minimum of ONE working key for all clients homes. No keys will be accepted under the doormat, hidden on premises, mailed by regular mail, or locked in home on last visit. Garage door openers and codes are accepted in addition to, but not in lieu of keys. A \$10 fee per trip will be applied if we are required to make a separate trip to pick up or drop off keys. Please consider letting us retain your house keys if you are a regular client. Keys are kept in a secured lock system and are coded for client confidentially. Any keys kept on file with The Wag Staff will have a duplicate copy made for emergency purposes. Keys on file ensure access to your pets despite power outages and frozen lock boxes.

GENERAL POLICIES

Initial Consultation is Free: We provide a free initial consultation visit where we become familiar with your home and your pets. Here we learn their routine and make sure they are comfortable with us. We also review our contract and policies with you, answer any questions, receive payment, and the keys to your home. The initial consultation acts as an interview for all parties included to ensure we are a good fit for each other. Estimated duration of visit is 30-45 minutes. Any follow-up or additional consultations requested by the client will be charged a \$20 fee.

Scheduling: Scheduling is done on a first come first serve basis and we will do our best to accommodate your needs. However, if an unforeseen situation arises, the time may be adjusted. Please direct all of your scheduling requests to our email thewagstaffllc@gmail.com.

Service Operating Hours: General Daily Services: 7 days a week 7AM - 8PM
Overnight Care: 365 days a year

Services Before & After Hours: Services, with the exception of overnight care, that are scheduled before 7AM or after 8PM will incur a \$10 fee per visit.

Communication Hours: Please feel free to contact The Wag Staff at any time, but please be aware that we keep strict communication hours and will return messages during that time:

Monday – Friday 9AM - 5PM
Saturday 9AM -1PM, Sunday Closed.

Communication received after business hours will be returned the next business day, unless it's an emergency or if we are providing overnight care in which we are available any time during service.

Last Minute Service Request: A \$10 fee will be applied to each service requested with less than 24 hours notice.

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Medications / Vaccinations: We will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy or aggressive pets with medical problems can be at serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will we service any pet that has any form of contagious illness. This is for the safety of our other customers. We require that all pets have the necessary vaccinations immunizations before service begins. If a pet care provider from The Wag Staff is bitten or exposed to any disease or ailment received from your pet, which has not been properly or currently vaccinated, you will be responsible for all costs and damages that may incur.

Fences: Fenced in yards are wonderful play spaces for pets however, no fence system is totally secure for your pet's safety. We do not accept responsibility or liability for any pets that escape, become injured or lost, (fatal or otherwise) when pets are left out or given access to a fenced in area.

Dog Walking Gear: Client is required to disclose any history of their dog breaking free or chewing through dog walking gear. The Wag Staff will not be held liable for dogs that break free of dog walking gear provided by the client.

Access to your Home by Others: If you allow any other person access to your home during The Wag Staff's contract period, we cannot be held liable for any damages to property or pets as a result. Please notify us if someone will be in your home. Please also notify the person in your home that The Wag Staff will be coming so that your visitor is not surprised by our entrance.

Necessary Equipment / Supplies: Client 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 and identification tags, a leash, pooper-scoopers, litter boxes, cleaning supplies, medication, treats, pet food and cat litter. Client authorizes any purchases necessary for the satisfactory performance of duties. Client agrees to be responsible for the payment of such items, as well as the \$10 service fee for obtaining items each time, and will reimburse The Wag Staff within 14 days for all purchases made.

Unacceptable Pets & Homes: We have the right to refuse animals who appears to be aggressive, ill or could cause harm to us or others. We also have the right to refuse to provide care in homes that appears to have an unsafe or unsanitary environment for our staff to work in. The decision to accept the assignment would be made at the initial consultation.

Emergency Visits: Client authorizes The Wag Staff to seek any emergency veterinarian care needed during visits, at the cost of the client. Furthermore, the client agrees to reimburse The Wag Staff within 14 days of incident for all veterinary fees. The Wag Staff will apply a \$25 charge for any and all veterinary visits. We ask that you have a credit card on file with your vet.

Travel Itineraries: The Wag Staff understands and recognized the unpredictable factors that may arise when traveling away from home, so we will take every precaution to ensure your pets needs are taken care of until you safely return home to them. That said, we ask for a copy of your travel itineraries for any out of town trips; this includes flights, hotels and large public events you will be attending.

"Returned Home" Notification: Please call, text or email to let us know when you have returned home safely. Otherwise we will continue services to assure the safety and well-being of your pets and you will be charged accordingly.

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Liability: Client expressly waives and relinquishes any and all claims against The Wag Staff, except those proving to be arising from negligence on the part of The Wag Staff. The Wag Staff, company owners, agents, assigned successors, and heirs are not liable and are completely indemnified for any and all liability stemming from the act or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or service persons, that shall enter Client's residence or property for any purpose while The Wag Staff is caring for Client's pet. It is expressly understood and agreed The Wag Staff shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pets during the period in which the pets are in the care of The Wag Staff.

Services Rendered In Future: Client states this contract as a valid approval for services by The Wag Staff to accept all future reservations and to enter their home without any additional written authorization. This document covers all pets owned by the client presently and all new animals they obtain after the date this form is signed. Client agrees to any future term changes relayed verbally, mailed or emailed in writing to the client.

Photo Release: Client authorizes The Wag Staff to take photographs or digital recordings of their pets for the purpose of marketing and business development.

Client states they have read and understand the terms and conditions of this contract.

Client (legal owner) Signature *Date* _____

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