

CLIENT CONTRACT



HOLIDAYS

Observed Holidays – New Year’s Eve, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day

Dog Walking Holidays:

The Wag Staff is closed for dog walking assignments on holidays.

Daily Care Holiday Surcharge:

\$10 per visit. A non-refundable surcharge is applied per Daily Care visit scheduled on a holiday.

Overnight Care Holiday Surcharge:

\$20 per visit. A non-refundable surcharge is applied per Overnight Care visit scheduled on a holiday.

PAYMENT

The Wag Staff accepts all major credit cards, checks and cash. There is a \$30 fee for any returned checks.

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

Payment for Overnight Care: 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 is due upon your departure date. Once you are a regular client of The Wag Staff we will request full payment upon departure date.

Payment for Dog Walking & Daily Care: Payment for dog walking and daily care visits are required on or before each service date. Payment for dog walking packages are required on the first day of the service contract for that package.

CONFIRMATIONS & CANCELLATIONS

Service Confirmation: We will make a confirmation call, 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: Dog walking and Daily Care cancellations must be received by 5 PM the business day prior to scheduled service, otherwise full fees apply. Overnight Care cancellations require 24-hour notice to guarantee you are not charged for the visit.

CLIENT INITIALS _____

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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/txt/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 give a house key to 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.

KEY / GARAGE CODE

Key Policy: Garage code and/or working keys need to be provided during the consultation. 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.

GENERAL POLICIES

Free Consultation: We provide a free 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. Estimated duration of visit is 30-45 minutes.

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.

Medications / Vaccinations: We will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats 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, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area.

Licensing Requirements: All pets are recommended to wear proper Licensing identification. The Wag Staff is not liable for any fines incurred if pet is not wearing such identification. You will be issued all citations incurred if such license is not maintained.

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 are coming so that your visitor is not surprised by our entrance.

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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 lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, 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 service fees for obtaining items, and will reimburse The Wag Staff within 14 days for all purchases made.

Unacceptable Pets: We have the right to refuse animals who appears to be aggressive, ill or could cause harm to us or others. The decision to accept the assignment would be made at the initial meeting.

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

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 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 date this form is signed.

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

Client Signature _____ **Date** _____

Please initial box below:

I hereby authorize The Wag Staff to publish photos taken of my pet(s) for use in The Wag Staff’s print, online and video-based marketing materials, as well as other publications.