



## Service Agreement

For the purposes of this document, the terms Client, Pet Owner are synonymous with the person contracting services for one or more domestic animals. Paws & Talk is represented by Megan Gray, who will be the pet care company providing care for the Client below.

This agreement is entered into by and between Megan Gray of Paws & Talk and ,

**Client of Paws & Talk.**

The Client desires to engage Paws & Talk to provide pet care and agrees to the terms below:

### **Injury to Client animal(s) by another animal**

Paws & Talk will not be responsible for any animal(s) that instigate fights with other animals or is injured by another animal while in Paws & Talk's care. Paws & Talk will take all appropriate actions to ensure that Client's animal(s) are not placed in the company of aggressive or violent animals and/or will immediately remove Client's animal(s) from any animal fight, with regards to both client animal's and care provider's safety.

Client and Care Provider (Provider) are aware that the highest level of care shall be given to any and all pets under the care of Paws & Talk. Client is aware that pet(s) are instinctual in nature and not always controllable by the Provider even when the highest level of care is provided. Should the Client's animal(s) run away or be injured, the Client agrees that Paws & Talk will not be responsible for any liability. The above waiver of liability in favor of Paws & Talk shall not apply or be effective if Paws & Talk's conduct in providing its pet care services is found to be grossly negligent, reckless, or if there is intentional misconduct. This contract permits Paws & Talk to use discretion to stop, contact Client, and end service at any time that Client's pet(s) pose a danger to the safety and health of itself, other pets, other people, or the Paws & Talk Provider.

### **Payment Policy**

**Vacation Pet Care** Client agrees to pay for service within **7 DAYS** of the last visit for that service. Payment due dates are indicated on the invoice.

**Recurring or Dog walking care services** are invoiced on the **1st or the 15th** of the month unless alternate arrangements are made.

Paws & Talk accepts payment via invoice payment link or the following third-party sites: Zelle, PayPal, Apple Pay, or Venmo. Cash and local checks (\$25 returned check fee) accepted when discussed in advance.

There will be an additional \$5 charge per visit for the following holidays:

New Years Eve & Day | Easter | Memorial Day | Independence Day & Day Prior | Thanksgiving Day, Day Prior, & Day After | Christmas Eve | Christmas & Day After



### **Vacation Care Cancellation Policy**

By signing this contract, Client agrees to the Paws & Talk cancellation policy which is as follows:

More than 24 hours notice of cancellation prior to reservation: No Charge/Full Refund Given

Less than 24 hours notice of cancellation to reservation: 1<sup>st</sup> Day of Visit Fee Charged

If there is an alteration to the agreed upon care times, Client must notify Paws & Talk Provider promptly to avoid charges. Paws & Talk will not enter an occupied home without prior notification.

### **Recurring Drop-In Visits Cancellation Policy**

Weekly recurring drop-in visit Clients agree to give **7 Day** notice should Client decide to discontinue regular ongoing walk or drop-in service.

If the visit for the day needs to be canceled for any reason, please contact Paws & Talk Provider directly at least **1 Hour prior** to the service start time.

### **Client Home Care Needs**

Paws & Talk Provider offers mail or package brought in, plant care, curbside rubbish put out/in, weather check for home, thermostat/power check, and additional home checks upon request. Paws & Talk is not responsible for wilted, dead, or otherwise unhealthy plants. Your Provider will try to follow written instructions as precisely as possible, but cannot be responsible if the results are not favorable to the Client. Please leave a detailed list of the plants' locations as the Provider is not responsible for water-damaged areas or missed plants.

Paws & Talk is not responsible for damage to the home beyond the control of the Provider. This includes, but is not limited to: free-roaming pet damage, electrical problems, leaks, and acts of nature. All repairs to home and related fees will be paid by Client. Paws & Talk is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract. Client agrees to secure home prior to leaving the premises. Paws & Talk will re-secure the home according to Client instructions at the end of each visit. Client is responsible for pet-proofing house and yard and security fences/gates/latches. Paws & Talk will not be responsible for the safety of the pet(s) and will not be liable for the death, injury, disappearance, or legal consequences of any pet(s) with unsupervised access to the outdoors.

### **Pet Illness/Veterinary Care/Restocking Supplies**

Client is aware and agrees to the medical costs of any fees should they arise from animal(s) being ill or otherwise needing veterinary care. Client agrees to pay Paws & Talk a sum of \$30/per hour should the Provider need to take the pet(s) to vet. If the Provider needs to restock supplies that the Client agrees to provide, but that are not provided at the contracted time of service (such as pet food or medication), Client agrees to pay Paws & Talk for the amount of purchase plus a \$5 restocking fee.



**Terms**

The terms of this contract apply to all pets owned by the Client, including any and all new pets that the Client obtains on or after the date that this contract was signed, at any and all locations the Client designates for service. In the event of an emergency with the Provider, the Client will be notified as soon as possible. By signing below, the Client agrees that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

I have read the above and by signing below, I agree to the conditions listed above:

Client Signature

Date

Print Name

Paws & Talk Signature

Date

Print Name