

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.

- ☛ Deposit in full is due at time of extended reservation. **Reservations are not held** until payment in full is received by Carolyn's Pampered Pets or special arrangements are agreed upon by both parties in writing.
- ☛ Services provided daily or weekly are to be paid prior to or at time of service. Payment may be mailed in advance or left in the home for collection by Carolyn's Pampered Pets.
- ☛ There will be a **\$20 service charge** for each returned check.
- ☛ Unpaid service may be cancelled without notice, including prior to or during the service period.
- ☛ Cancellation Charge Policy effective 12/1/13 (% applies to entire service period total):
 - **For cancellations of contracted services of less than 48 hours a 50% refund will be provided.**
 - **For cancellations between 2-7 days prior to contracted services an 80% refund will be provided.**
 - **For cancellations 8 or more days prior to contracted services a full refund will be issued.**
- ☛ Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not performed. Special circumstances may apply.
- ☛ Carolyn's Pampered Pets is not responsible for wilted, dead or otherwise unhealthy plants. Carolyn's Pampered Pets 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.
- ☛ Carolyn's Pampered Pets 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 Carolyn's Pampered Pets within 7 days.
- ☛ Carolyn's Pampered Pets 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. Carolyn's Pampered Pets agrees to remain insured through Kennel Pro or a comparable pet sitting liability insurance entity during each service period. Carolyn's Pampered Pets accepts no responsibility for loss to the premises 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. All other individuals that visit the home will leave a log of their visit.
- ☛ Carolyn's Pampered Pets 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. Carolyn's Pampered Pets will attempt to re-secure the home to client instructions 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 secured.
- ☛ 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. Carolyn's Pampered Pets 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.
- 🐾 Carolyn's Pampered Pets is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the 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 Carolyn's Pampered Pets within 7 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 Carolyn's Pampered Pets, 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". Carolyn's Pampered Pets will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- 🐾 This contract permits Carolyn's Pampered Pets to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
- 🐾 Carolyn's Pampered Pets 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 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.
- 🐾 Carolyn's Pampered Pets agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its employees, except those arising from negligence of Carolyn's Pampered Pets. Claims of negligence that involve a hired Independent Contractor, hired by Carolyn's Pampered Pets, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- 🐾 If client fails to pay any amounts owed under this agreement, client agrees to pay all cost of collection including reasonable attorney fees incurred by Carolyn's Pampered Pets in enforcing this agreement.
- 🐾 Client agrees to discuss any concerns with Carolyn's Pampered Pets 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 Carolyn's Pampered Pets term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
- 🐾 This contract may be terminated by either party by giving thirty days written notice to the other party.
- 🐾 The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____

Carolyn's Pampered Pets Representative:

Signature: _____ Date: _____

Carolyn's Pampered Pets
(616) 935-2955
cp@carolynspamperedpets.com

Client information:

Name: _____

Address: _____

Home: _____ Cell: _____

Work: _____

Email address: _____

Which is your preferred telephone number? _____

Do you prefer communication by phone, email or text? _____

Emergency contact (someone who you have authorized to make decisions for your pet in the event that you cannot not be reached):

Name: _____

Telephone number(s): _____

Email: _____

Does your emergency contact have a key to your home? _____

What services are you interested in?

How did you hear about Carolyn's Pampered Pets?

Carolyn's Pampered Pets
(616) 935-2955
cp@carolynspamperedpets.com

Pet information:

Name: _____

Breed: _____

Sex: _____

Age or date of birth: _____

Body weight: _____

Is your pet microchipped?: _____

Please provide microchip number and the name of company registered to:

Who is your primary veterinarian?

Name: _____

Address: _____

Telephone: _____

Does your veterinarian know that you are using a pet care service? _____

Do you have an arrangement with them in the event that your pet requires medical attention while you are away? _____

Has your pet boarded or used a pet sitting service before? _____

Has your pet ever bitten any person or animal? _____

Please list any past or present medical conditions:

When was your pet last vaccinated for:

Rabies (1 or 3 year): _____

DAPP : _____

Bordatella : _____

FVRCP : _____

Please list your pet's medications, dosing information and indicate the reason your pet is taking the medication.

Please provide detailed feeding instructions, include location of food, brand of food, quantity to be fed per meal and treats if allowed.

What sort of play activity does your pet enjoy?

Does your dog enjoy walking outside? _____

Is your pet a flight risk? _____

Does your pet have any physical limitations?

If there are multiple pets in the home should they be fed separately?

Does your pet have any particular sensitivities or fears, for example, to certain people, other animals, sensitivities to noise, or to having a particular part of his/her body touched?

Is your pet crated? If so, should your pet be crated at the end of the visit?

What areas of the home is your pet allowed to enter?

Where are your pet's supplies, food, treats, leashes bowls, toys, etc?

Where are your cleaning supplies?

Is there anything else we should know about your pet that will optimize his/her care?

Can Carolyn's Pampered Pets use your pets image and first name on the internet (Carolyn's Pampered Pets LLC Facebook, website or blog)? _____

I have provided Carolyn's Pampered Pets with the following key(s) on date: _____
(Please describe in detail, including the doors the keys will open)

Main Keys:

I furthermore agree to and understand the following conditions and terms:

Carolyn's Pampered Pets has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.

Carolyn's Pampered Pets agrees to place an identifying code on my keys. My keys will not be marked with my name, address, or pet's names. When not in use or prepared for use, my keys will be stored in a secure location by the pet sitter.

My keys will be automatically retained by my pet sitter at the end of each service period. The pet sitter will place the key in a secured location until future service is requested.

Key Returns

I understand that if I decide that if at any time I'd prefer to have my key returned at the last visit of my service, I will leave a note on the first day of service. This note will include the message "Pet Sitter - Leave Key on", the date and time of the last scheduled visit, and instructions on how to secure my home while leaving the key. I understand that the pet sitter will not be able to access my house again after the pet sitter has left the key, including in the case of emergencies or delays in my return. Key return at the last visit of service is free.

Carolyn's Pampered Pets is willing to exchange keys via mail. All mailed keys will be sent wrapped in cardboard and taped. The envelope will be padded and clearly marked with "Hand Sort Only – Do not machine process". Your Pet Sitters is not responsible for keys that are sent and/or lost in the mail. Each mailed key transfer is charged to the client at a rate of \$2.50. That fee is assessed both when Carolyn's Pampered Pets is asked to send or receive a key via mail.

Carolyn's Pampered Pets is willing to exchange keys via drop off or pick up. Each personal key transfer is charged to the client at a rate of \$8.00.

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter.**

Client/Owner Name: _____

Client Signature: _____ Date: _____

Carolyn's Pampered Pets
(616)-935-2955
cp@carolynspamperedpets.com

Veterinary Release Agreement

In the event that any of my pets appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Carolyn's Pampered Pets, I give permission to Carolyn's Pampered Pets to seek veterinary service from a veterinarian or a veterinary clinic. My primary veterinary service is listed on each individual Pet Information Form. Other veterinarians or emergency care clinics chosen by the Carolyn's Pampered Pets are acceptable.

I ask Carolyn's Pampered Pets to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$ _____ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that Carolyn's Pampered Pets works hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow Carolyn's Pampered Pets to use their best judgment in handling these situations, and I understand that Carolyn's Pampered Pets assumes no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 7 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Carolyn's Pampered Pets for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 7 days of each incident.

I further authorize Carolyn's Pampered Pets and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every dog, cat, and ferret at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of Carolyn's Pampered Pets. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify Carolyn's Pampered Pets of any signs of injury or possible illness before any visit as soon as the condition appears. Carolyn's Pampered Pets reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Carolyn's Pampered Pets strives to provide clean, safe service to each of our clients. In doing so, Carolyn's Pampered Pets strongly recommends that each pet be examined, vaccinated, have regular fecal analysis, and be protected against fleas/ticks, heartworm and other harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Carolyn's Pampered Pets cares for one or more of my pets. I understand that this agreement applies to all of the pets within Carolyn's Pampered Pets care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name:

Client Signature: _____ Date: _____