



Enhancing Busy Lives with Quality Pet Care

Date: _____

Client Information & Services Contract Must be Completed & Signed before Services Started

Pet Parent Name(s): _____

Address: _____

Phone: _____ E-mail: _____

Veterinarian Name: _____

Location: _____

Phone: _____

In case of emergency after hours, do we have permission to use a 24hr emergency clinic? _____

Emergency Contact: This person will take your pets in case of hurricane or evacuation while you're away. Please notify this person of the dates you will be away.

Name: _____

Address: _____

Phone: _____

Home Entry/ Lock Box for Key

For home access via garage or front door keypad code, a back-up form of entry is needed in the event of battery or electricity failure of keypad. A key secured in a lockbox is an ideal back-up. Sitters do not hold client keys or garage remotes in case of sitter emergency & care with back-up sitter becomes necessary. If you prefer to hide a loose key on the property, or keep a door unlocked, we cannot be responsible for loss of key or home invasion.

Neighborhood Gate Code: _____ Front Door Code: _____ Garage Access Code: _____

Key Lock Box Combo: _____ Security System Disarm Code _____ Arm Code _____

Would you like your mail to be brought in? _____

Location of trash bin & set out day/time: _____

Would you like to receive text photos and updates of your pets during your absence? _____

If you are travelling to a different time zone, would you prefer pet updates sent via email _____ or text _____

Do we have permission to use your pet as a photo/video model on our website or social media pages? _____

Will pet-care responsibility be shared with anyone else during your absence? ☐ Yes ☐ No

If yes, please list the name and phone number of the other person in case communication is needed

Name: _____ Phone: _____

PLEASE NOTE: The utmost care will be given in watching both your pet(s) and your home, and all access codes will be safeguarded. If another party has access to your home during the pet-sitting service dates, Beachwalk Pet Concierge can assume no liability for any damage or losses to your home or pet.

TERMS & CONDITIONS Beachwalk Pet Concierge

The parties agree as follows:

1. **Deposit to Hold Requested Service Dates:** All bookings under \$200 require a non-refundable/non-transferable \$25 deposit to hold requested service dates. All bookings over \$200 require a \$50 deposit to hold requested service dates. This deposit will be applied to your upcoming services. Once deposit payment is received, your booking is confirmed.
2. **Balance of Payment:** Cash, Check (made out to Cherie Weir) is due at or before first scheduled service starts.
Please leave cash or check on your kitchen counter.
3. **Visit Times:** We complete visits as close to the requested time as possible, within a 2-hour window of requested time.
4. **Hours:** Daytime visit hours can be scheduled between 7am-8pm. Overnights start at 9pm-10pm end 7am-8am
5. **Cancelling Services:** Please give 2 weeks' notice to cancel scheduled pet care. This ensures that we have time to fill our schedule and give other clients the opportunity to schedule our services.
6. **Returning Home Early:** If client returns home early from vacation without a 48-hour notice, Beachwalk Pet Concierge will charge the normal rate for that day plus 50% of all remaining services until the scheduled return date, as a credit to be used within the next year. If weather conditions such as a hurricane, snowstorm at destination or a medical emergency cause a trip cancellation, a refund will be given, minus the deposit.
7. **Holiday Rates:** On Thanksgiving week, Pinellas County Winter Break, Pinellas County Spring Break, there is an additional \$5 fee per visit, and \$10 for overnights. On Martin Luther King Day, President's Day, Memorial Day, & Labor Day, there is an additional \$3 per visit and \$5 for overnights.
8. **Minimum Visits Required in 24 hrs:** For vacation visits, there is a minimum of 3 daily visits for dogs in a 24-hour period unless access to a doggie door into a secured fenced yard, then only 2 are required. If potty accidents happen with 3 visits, a 4th visit will be added to the schedule. (Overnights and 3-4 visits daily are required for puppies under 8 months old. A minimum of 1 visit for cats and other pets in a 24-hour period is required.
9. **Additional Pets Over Two Fee** will be charged at the rate of \$3 per dog, cat, birds, fish tanks, or small animal per visit. Overnights \$5
10. **Adding to a Reservation:** Client may make text/phone reservations for additional service at any time during the term of this contract, subject to Pet Sitter availability. We appreciate as much advance notice as possible and will make every effort to accommodate all requests.
11. Both Pet Sitter and Client recognize that the welfare of the animal is the highest priority. In the event of emergency, Pet Sitter will make all reasonable attempts to contact the Client. If the Client cannot be reached, Pet Sitter is authorized to seek veterinary care in an emergency with release from all liabilities related to transportation, treatment, and any other expenses. Client agrees to reimburse Pet Sitter for all incurred expenses. All attempts will be made to use Client's Veterinarian listed above, or with an emergency veterinary care provider should Client's Veterinarian be unavailable.
12. **Locksmith Clause:** If Pet Sitter is required to employ a locksmith to enter Client's premises due to a malfunction of a lock, or a lockbox, it shall be the responsibility of the Client to reimburse for all costs incurred. The Client expressly gives Pet Sitter the authority to employ a locksmith on Client's behalf in the event of a lockout.
13. **Pets with Outdoor Access:** Due to the unpredictability of pets, we cannot accept responsibility for any mishaps outside of our control while we are not present in the home. Nor can we be liable for injury, disappearance, or death of pet(s) with access to the outdoors, such as dog or cat doors, while we are not present.
14. **Leash Walking Policy:** Only one dog or two small dogs can be walked at a time for the safety of the walker and dogs. If your dog tends to pull, we recommend Easy Harness brand or Petsafe 3-in-1 No Pull Dog Harness. The D ring is in the front chest area and deters pulling. If your dog is reactive, (chases, barks) at other dogs, people, golf carts or cars, walks will be limited to potty breaks and engaging indoor play will be exchanged for walk time.
15. **Unsafe Temperatures/Inclement Weather Policy:** We will walk your dog rain or shine if they are willing to go. In the months of extreme summer temperatures or severe weather, walks and time spent outside will be based on your pet's safety. To avoid heat exhaustion and foot pad injury, we opt to potty your dog in a grassy area and forfeit sidewalk walking in exchange for engaging indoor play, such as fetch, playing with enrichment toys and puzzles, and treat training.

16. In the event of inclement weather, natural disaster or circumstances beyond our control, Pet Sitter is entrusted to use best judgment in caring for pet(s) and home. An emergency contact must be listed to take Client's pets in case of hurricane and/or evacuation. We cannot take Client's pets during an evacuation.
17. In the event of personal emergency or illness of Pet Sitter, Client authorizes Pet Sitter to arrange for another qualified person to fulfill responsibilities as set forth on this contract. Every attempt will be made to notify client regarding such situation.
18. All pets are to be currently vaccinated for rabies. Under no circumstances can Pet Sitter start care for any pet that has a contagious illness. Client must disclose any health issue with Pet Sitter and on service contract.
19. We request that in our care, all dogs and cats wear an ID tag stating their name and your phone number for added security.
20. **Aggressive Pet Policy:** Caring for potentially, or known to be, aggressive pets put our pet sitters at risk. Client is obligated to disclose any past or present temperament issues with pet(s). If Pet Sitter, in his/her sole discretion, feels that a pet is showing threatening behavior & danger exists to the health or safety of Pet and/or Pet Sitter, Beachwalk Luxury Pet Concierge, LLC, reserves the right to immediately terminate this contract for all party's safety, and contact Client. If Client cannot return home for continued care, then Client authorizes pet to be cared for by Emergency Contact, or placed in a kennel, with all charges therefrom to be charged to Client. Every attempt will be made to notify Client regarding such situation.

I have reviewed this Service contract in its entirety. The information provided by me is complete and accurate and I agree to all its terms and conditions as set out above.

Client Printed Name_____ Client Signature_____ Date_____

Pet Sitter Printed Name _____ Pet Sitter Signature _____ Date_____

Thank you for trusting Beachwalk Pet Concierge
The highest compliment we can receive is a recommendation from our great clients