



## Service Agreement

### *Terms and Conditions*

1. The Dog House of Elliott agrees to provide pet sitting, dog walking, and other applicable pet care services in a reliable, caring, and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases The Dog House of Elliott from any claims against the company, its owners, employees, and representatives, except those arising from negligence or willful misconduct on the part of The Dog House of Elliott.
2. Client agrees to notify The Dog House of Elliott of any concerns **within 24 hours of completion of services.**
3. Client agrees to pay all charges accrued for services rendered. **Client understands that payment is due at or before** the commencement of services unless explicitly agreed upon supplementary payment terms.
4. The Dog House of Elliott shall exercise all precautions against sickness, injury, escape, loss, accidents, or death of Client's pet(s). The Dog House of Elliott is not responsible for sickness, injury, escape, loss accidents, or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of The Dog House of Elliott.
5. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state, and federal laws and regulations. **Proof of current rabies vaccination with be provided to The Dog House of Elliott prior to the commencement of any services** (your Vet will be able to provide you with this information.)
6. The Dog House of Elliott will follow the directions of the Veterinary Release Form in case a pet should become injured or sick.
7. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons, or other animal(s) caused by the Client's pet(s) or negligent act.
8. Client agrees to indemnify, hold harmless, and defend The Dog House of Elliott in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
9. **The Dog House of Elliott reserves the right to charge cancellation fees of:**
  - **100% of the scheduled visits for services canceled with less than 24 hours notice prior to the scheduled service.**
  - **50% of the scheduled visits for services canceled with less than 48 hours notice prior to the scheduled service.**
  - **Services canceled more than 48 hours prior to the scheduled service will incur no fees.**
10. The Dog House of Elliott reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, The Dog House of Elliott will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes The Dog House of Elliott to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.

11. The Dog House of Elliott reserves the right to refuse service to any client, at any time, for any reason.
12. This document gives The Dog House of Elliott and its representatives authorization to enter the Client's listed address as needed to perform agreed-upon services.
13. Client expressly gives The Dog House of Elliott the authority to employ a locksmith on their behalf and to promptly reimburse The Dog House of Elliott for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
14. The Dog House of Elliott is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
15. Client agrees to properly secure the home prior to leaving the premises. The Dog House of Elliott will re-secure the home to the best of its ability at the end of each visit.
16. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes The Dog House of Elliott to use reasonable judgment for the care and well-being of Client's pet(s) and residence. The Dog House of Elliott will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Pet Sitter.
17. The Dog House of Elliott is not responsible for any damages beyond the control of the Pet Sitter.
18. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to The Dog House of Elliott within 14 days.
- 19. Client authorizes the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes.**
20. Client authorizes this contract to be valid approval for services to permit The Dog House of Elliott to accept all future in-person, telephone, online, mail, or email reservations and provide services without additional signed contracts or written authorizations.
21. The Terms of this document apply to all pets owned by the client, including any new pets that the customer obtains on or after the date this document was signed. I have read the above terms and conditions. I know, understand, and agree to all terms stated above.

By Signing below, I am accepting this document as a contractual agreement.

Printed Name: \_\_\_\_\_ Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OfficeNotes: \_\_\_\_\_  
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