

The Maryland Pet Butler

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Dog Walking Service Agreement

This agreement is effective and is between The Maryland Pet Butler LLC and _____ (hereinafter referred to as "client") who resides at _____.

This agreement constitutes permission to enter the above address and perform duties as stated in the Client and Dog Information Sheet.

Any changes to this agreement must be made in writing or they will be null and void. The Maryland Pet Butler LLC has the right to make any changes to this agreement. A new agreement will be presented before any new services are rendered.

Any medical/health concerns (Must fill out Medication Permission slip if administering meds):

Veterinarian Release Form read and signed: Yes No

Information Sheet filled out: Yes No

Policies and Procedures

The client hereto agrees as follows:

1) Liability Policy:

- ❖ The Maryland Pet Butler LLC and employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives all claims against The Maryland Pet Butler LLC or its employees, unless arising from gross negligence on the part of The Maryland Pet Butler LLC
- ❖ The Maryland Pet Butler LLC cannot be held responsible for dogs that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker is not present.
- ❖ The Maryland Pet Butler LLC cannot be responsible for dogs that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- ❖ The Maryland Pet Butler LLC cannot be responsible for any complications dogs may suffer or actions of dogs while they are unattended.

❖ The Maryland Pet Butler LLC or its employees shall not be held responsible for the loss, injury, death, or actions of any dog that the client has let outside or has instructed the walker to allow outside while walker is not present. This includes dogs with doggie doors and outdoor dogs.

❖ The client understands that all dogs must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse The Maryland Pet Butler LLC for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to dog(s).

❖ The Maryland Pet Butler LLC does not accept aggressive dogs. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if client's dog should bite another person or animal.

❖ The Maryland Pet Butler LLC will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All dogs must be walked on a leash, no exceptions.

❖ The Maryland Pet Butler LLC does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.

❖ The Maryland Pet Butler LLC will not be responsible for any keys the client has asked to be mailed.

❖ Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.

2) Cancellation Policy: Cancellations must be received within 24 hours of scheduled visit in order to be credited for the daily walk fee. The Maryland Pet Butler LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

3) Business Hours: Business and visiting hours fall between the hours of 9 a.m. and 5 p.m. and services are usually completed during this time unless we are behind schedule. The Maryland Pet Butler LLC will not accept time specific calls as we can not guarantee specific times accurately. A two hour window is acceptable.

4) Bad Check Policy: A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or money order only.

5) Emergencies: ❖ Client agrees to authorize The Maryland Pet Butler LLC to handle any emergencies that may arise. The Maryland Pet Butler LLC will make every effort to contact client. In the event client cannot be contacted, client authorizes The Maryland Pet Butler LLC to use their best judgment and to be available at an hourly rate of \$30 to oversee the circumstances.

❖ The Maryland Pet Butler LLC requires you to have a responsible party to take care of your dog(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best for your emergency contact is a neighbor so they can reach your home. The Maryland Pet Butler LLC is not responsible for dogs in these circumstances.

6) Payment Arrangement: Payment is expected before services are rendered. In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 5 days of the completion of services or a late charge of \$20 will be applied monthly.

By signing below the client fully understands and agrees to the contents of this agreement:

Client's signature Date