



Critter and Home Care

14196 N Bright Angel Trail, Marana, AZ 85658

CritterandHomeCare@gmail.com

www.CritterandHomeCare.com

(719) 839-5891

This signed document is an agreement between Critter and Home Care and _____ (Client) for pet care services beginning _____ ending _____, and thereafter on an as-needed basis. Critter and Home Care agrees to provide pet care services to Client in a reliable, trustworthy, and caring manner.

The client requests the following during the above service period:

___ visits per day on the first day	morning ___ mid-day ___ evening ___
___ visits per day on the days in between	morning ___ mid-day ___ evening ___
___ visits per day on the last day	morning ___ mid-day ___ evening ___

PET CARE:

- 1) I (Client) authorize Critter and Home Care to perform pet care services as outlined in Client Profile, Pet Profiles, and Policy and Procedure, which shall become part of this contract.
- 2) If a pet becomes ill while under the care of Critter and Home Care, I authorize the representative of Critter and Home Care to transport my pet to my veterinarian (or one who is available) if this is needed in his/her best judgment. I authorize said representative to approve any emergency treatment recommended by the veterinarian (unless otherwise stated in Veterinarian Release Form) and I agree to pay promptly for any charges incurred. I release Critter and Home Care from any and all liabilities related to transportation, treatment, and expense.

PAYMENT:

- 1) Pet care services will be provided at the rate of
 \$ _____ per visit
 x _____ total number of visits
 = _____ sub total
 + _____ for any Holiday occurring during service period; specify _____
 - _____ discounts, coupons, gift certificates
 = _____ total due

Rates for subsequent services are subject to change.

- 2) I agree to reimburse Critter and Home Care for any additional fees for tending to emergency or veterinary care as well as any expenses incurred for any other unexpected home, food, or other supply needs. I also agree to reimburse Critter and Home Care for



Terms of Agreement for Pet Care services





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additional time accrued at the rate of \$_____ per hour in the case of such an emergency.

3) As a first-time client, I agree to pay the deposit of ____% of total and _____ leave payment (in a predetermined spot in my home) for the balance at the first visit of that scheduled service or send payment to Critter and Home Care by the start of the first visit.

_____ receive and invoice for the balance at the first visit of that scheduled service and send electronic payment to Critter and Home Care within 3 days of return home. I understand that if there is an unpaid balance of over ten (10) days for pet care, Critter and Home Care reserves the right to discontinue caring for my pets until balance is paid in full. There will be __% per month interest charge on any balance due beyond 10 days of your return.

4) If I arrive home early I have the right to decide if I wish Critter and Home Care to continue to care for my pets or not, but I understand that FULL payment is still due as Critter and Home Care has reserved this time slot in order to care for pets.

5) I understand that if my absence must be extended Critter and Home Care requires *direct* confirmation by phone or text for the unscheduled visits. This is to avoid the possibility of missed messages which could result in interrupted care of my pets.

LIABILITY:

1) Customer expressly waives and relinquishes any and all claims against Critter and Home Care, its employees, and associates, except those proven to be arising from negligence on the part of Critter and Home Care.

2) Critter and Home Care , company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons., that shall enter your residence for any purpose while Critter and Home Care is caring for your pets. List the names and phone numbers of people with access and permission to enter your home in the designated area on the following page.



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3) It is expressly understood and agreed that Critter and Home Care shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pet(s) during the period in which the pets are in the care of Critter and Home Care . I also agree that it is my responsibility to notify Critter and Home Care of any pet that has ever caused an injury to any human or other pet.

4) If a pet has a history of biting or other aggressive behavior, Critter and Home Care reserves the right to refuse service. Bites must be reported to the local authorities as provided by law. The owner will be liable for the representative's medical care expenses and damages that result from an animal bite.

5) I attest to the fact that all licenses and vaccinations required by the State of _____, and City in which I reside and/or the County of _____ are current according to law. _____ (initial here)

FUTURE SERVICES:

I AUTHORIZE THIS AGREEMENT TO BE VALID APPROVAL FOR FUTURE SERVICES SO AS TO PERMIT CRITTER AND HOME CARE TO ACCEPT MY TELEPHONE OR EMAIL RESERVATIONS AND ENTER MY PREMISES WITHOUT ADDITIONAL SIGNED CONTRACTS OR WRITTEN AUTHORIZATIONS. Key on file _____ (initial here)

I have read and agree to the aforementioned Policies and Procedures which are a part of this service agreement. I have been provided with a signed copy for my records. I have completed and signed the required veterinary release forms.

Signed _____ Date _____

Critter and Home Care Representative _____ Date _____

