



LC Pet Care LLC– Contract and Legal Considerations

LC

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.

Consultations

- All initial consultations are free of charge and are required a minimum of **48 hours** prior to services.
- These visits are typically 45 – 60 minutes.
- Paperwork may be left with client to review but needs to be returned and signed prior to or on the first day of service.

Dog Walking

- Dog walking services are 7 days a week beginning at 7 AM weekdays and 9 AM weekends. These walks are 30 minutes long on an established route created by the pet owner or pet sitter. A maximum of 2 dogs may be walked at once; these dogs must be housemates or well socialized with each other.
- **Pet waste:** LC Pet Care will properly dispose of all pet waste. I do request that you indicate where you would like these waste bags disposed of.
- **Leashes:** All dogs will be required to be on leash during outdoor walks.
- **Other dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
- **Training:** Basic training and walking manners may take place during the walk.

Pet Sitting

- Pet sitting visits include daily stop-in visits, extended visits, and overnight visits.
- All pet sitting services are offered 7 days a week beginning at 7 AM weekdays and 9 AM weekends.
- Stop-in and extended visits end at 9 PM; overnight visits end at 7 AM the following day.
- **Visit times:** (Provider) will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
- **Stop-in visits** are anywhere from 30 – 60 minutes long and may be scheduled 2-3 times a day. During these visits I provide basic care and socialization. These tasks may include, but are not limited to - feeding, replenishing water, medicating, basic grooming (brushing), litter box change, exercise, treats, and lots of love.
- **Extended visits** include any visits up to 8 hours. This service provides in-home care during the **daytime only**. Care may include all tasks similar to stop-in visits, one dog walk, senior pet mobility exercises, multiple medication times, oral care, bringing in the mail, setting out trash, watering the plants, etc.
- **Overnight visits** include everything an extended visit will, but the pet sitter stays in the client's home overnight and continues to provide care to all pets. Morning cares will take place before the pet sitter leaves the following day.

Payment

- Payment is due **at the time of service**, unless other arrangements have been made. LC Pet Care will hold on to all payments until services are complete.
- A \$2 **per visit** late charge will be assessed to service that is not paid in full.
- There will be a **\$20 service charge** for each returned check.
- Unpaid service may be cancelled.
- Cancellation Charge Schedule effective 8/27/2019 (% applies to entire service period total):

- **24 Hours** prior to any service, and/or Holidays: 20% of service total is due (equals an 80% refund)
- My services are provided during my own free time, I appreciate a generous notice ahead of time if you will no longer be needing my services, as I have other clients who may be in need. Thank you for your understanding.
- Reservations are made to plan sitter availability to clients. Therefore, no refunds are given if clients return home early.

Home Guidelines

- **House Cleanliness:** LC Pet Care will clean up after your pets to the best of my ability. Please inform me of the designated area for the appropriate cleaning supplies.
- LC Pet Care is not responsible for wilted, dead or otherwise unhealthy plants. LC Pet Care 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.
- LC Pet Care 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, LC Pet Care 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 LC Pet Care within 14 days.
- LC Pet Care 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. LC Pet Care agrees to remain insured through a professional pet sitting liability insurance entity during each service period. LC Pet Care 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.
- During the consultation, Owner will notify the 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.
- LC Pet Care 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. LC Pet Care 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. There are no "every other day" cat care services nor are there any "ignore this pet" services. It is my due diligence as a veterinary technician to provide for all animals under my care.
- Pet Owner is responsible for pet-proofing the house and yard, and the security fences/gates/latches. LC Pet Care 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.

Emergencies

- LC Pet Care 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, LC Pet Care 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 LC Pet Care within 14 days for all purchases made.

- **Animal Behavior:** Animals behavior can be unpredictable. LC Pet Care does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, pet owners will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customers agree to indemnify, hold harmless, and defend LC Pet Care, 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". LC Pet Care will definitely try to see to your pet's safety/care should such events occur but cannot guarantee it.

Other Policies

- **Vaccinations/Immunizations:** LC Pet Care requires that all pets have the necessary vaccinations and immunizations before service begins. I may ask to see expiration dates for rabies vaccinations.
- **Privacy Policy:** All of your information will be kept private and confidential. LC Pet Care highly respects our clients' entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor that while you are away, LC Pet Care will be caring for your pets and your home.
- This contract permits LC Pet Care to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
- LC Pet Care 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.
- LC Pet Care 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 LC Pet Care and Ashley Schneider, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by LC Pet Care, 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.
- Client agrees to discuss any concerns with LC Pet Care 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 LC Pet Care term changes relayed verbally to the client, mailed or emailed in writing to the client.
- This contract may be terminated by either party by giving thirty days written notice to the other party.
- The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____

LC Pet Care:

Signature: _____ Date: _____