



Safe at Home Pet Care

Professional House & Pet Sitting Services

Specializing in the Care of Pets with Unique Needs

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SERVICE AGREEMENT

This signed document is an agreement between

Safe at Home Pet Care and _____ (*Client*)
for pet(s) care services beginning on _____ until revoked in writing.

1) An in-home interview is required prior to confirmation of services for all new clients. While **Safe at Home Pet Care** can tentatively “pencil in” **client’s** requested dates, we must meet client and their pet(s) and assess **client’s** needs before **Safe at Home Pet Care** can make a commitment to providing care for **client’s** pet(s). During this initial meeting **Safe at Home Pet Care** will also review and complete forms and sign agreements with clients. Once agreements are signed and service(s) are scheduled, **Safe at Home Pet Care** will obtain **client’s** house key(s) and/or gate access devices. It is recommended your key remain in your client file with us at **Safe at Home Pet Care** for convenience in future use of our service(s) and to enable telephone and/or e-mail reservations, thus avoiding future key pick up charges in accordance with **Safe at Home Pet Care’s** then current pricing. Keys are kept in a secured lock system and are coded for **client’s** confidentiality. **Client** authorizes **Safe at Home Pet Care** to perform pet(s) care services as outlined in this **Service Agreement** and in the **Pet Owner Information Intake Packet**, which shall become part of this contract. In the event that **Safe at Home Pet Care** is required to employ a locksmith to gain entry into **Client’s** premises due to a malfunction of the lock or key, or a failure of the **Client** to ensure access for pet sitting services, it shall be the responsibility of the Client to reimburse **Safe at Home Pet Care** for all costs incurred. The **Client** expressly gives **Safe at Home Pet Care** the authority to employ a locksmith of our choosing on **Client’s** behalf in the event of the aforementioned occurrences.

2) **Safe at Home Pet Care** are providers of house and pet sitting services. **Safe at Home Pet Care** does not provide childcare, home repair, house cleaning, or gardening services (such as mowing, pruning, weeding, etc.). Our role is to care for your pet(s) and to make your home look “lived-in”, which includes picking up mail and newspapers, “rotating” lights on and off, watering lawns and plants, taking trash and recycling barrels to the curb, etc. We will leave your house just as you left it. **Safe at Home Pet Care** will properly dispose of pet waste and do our best to clean up any accidents your pet(s) may have. **Safe at Home Pet Care** is not responsible for carpet/flooring stains created by your pet(s).

3) The scope of care provided by **Safe at Home Pet Care** is limited to domesticated animals such as dogs, cats, birds, fish, rodents, and certain types of reptiles. We reserve the right to refuse to care for venomous animals or those that we deem to be dangerous. Such animals include, but are not limited to, rattlesnakes, scorpions, tarantulas, Gila monsters, piranha fish, wolves, aggressive dogs, feral cats, etc. **Safe at Home Pet Care** is not responsible for any pet not bearing a collar with an identification tag or other form of I.D. (such as tattoo or microchip). **Safe at Home Pet Care** will not be liable for the injury, disappearance, death, or fines of any pet(s) with unsupervised access to the outdoors. This includes dogs with access to dog doors and cats with access to the outdoors.

4) **Client** authorizes **Safe at Home Pet Care** to obtain any emergency veterinary care that may be necessary during the time spent with their pet(s). **Client** accepts responsibility for any charges related to this emergency care. **Client** also authorizes **Safe at Home Pet Care** to utilize an alternative veterinarian in the event their primary veterinarian is unavailable. Every effort will be made to contact the owner prior to obtaining emergency care. In the event contact of client is unsuccessful, **Safe at Home Pet Care** is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client must advise **Safe at Home Pet Care** in writing of any pet(s) health issues. **Client** attests to the fact that all licenses and vaccinations required by the State of California, the City in which **client** resides and/or the County of Los Angeles are current according to the law. _____

(initial here)

Safe at Home Pet Care will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats and dogs with medical conditions can be a serious risk. If you have such a pet(s), this must be thoroughly discussed. Under no circumstances will **Safe at Home Pet Care** service any pet that has any form of contagious illness. **Client** is obligated to disclose all health and temperament issues with **Safe at Home Pet Care** on the **Information Intake Packet** provided by **Safe at Home Pet Care**.

5) **Safe at Home Pet Care** may undertake repairs on the home that they feel are necessary and may pay up front for any unexpected expenses such as house repairs with the understanding that **Safe at Home Pet Care** will be reimbursed at the time the bill for our services is due. All such situations will be charged to client at an additional rate of \$25.00 per hour plus costs. All pet food and medications are to be provided by the client. Any items provided by **Safe at Home Pet Care** will be charged to client with receipts provided.

6) **Client** agrees to reimburse **Safe at Home Pet Care** for any additional fees for providing emergency care, as well as any other expenses incurred for unexpected visits, transportation, housing, food, supplies, or services.

7) In the event of inclement weather or natural disaster, **Safe at Home Pet Care** is entrusted to use its best judgment in caring for pet(s) and home. **Safe at Home Pet Care** will be held harmless for consequences related to such decisions.

8) In the event of personal emergency or illness of **Safe at Home Pet Care** owner(s) and/or authorized representatives, **Client** authorizes **Safe at Home Pet Care** to arrange for another qualified person to fulfill responsibilities as set forth in this contract. Every attempt will be made by **Safe at Home Pet Care** to notify **Client** in such instances.

9) It is the **client's** responsibility to notify **Safe at Home Pet Care** of any changes regarding pet(s) care and other pertinent information.

10) It is expressly understood that **Safe at Home Pet 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 they are in its care. **Client** has advised **Safe at Home Pet Care** of all situations, which will relieve it of liability for damage. **Safe at Home Pet Care** accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Pet(s) care will be performed only by **Safe at Home Pet Care** owners or designated representatives during all assignments unless prearranged with **client**.

11) In consideration of these services and as an express condition thereof, the **client** expressly waives and relinquishes any and all claims against **Safe at Home Pet Care**, its employees or assigns, except those arising from proven negligence of the pet sitter. **Client** waives any rights of subrogation against **Safe at Home Pet Care**. The maximum liability of **Safe at Home Pet Care** is the cost of replacement of the pet(s).

12) **Client** will be responsible for all medical expenses and damages resulting from an injury inflicted by the pet(s) to the pet sitter or other persons. **Client** agrees to indemnify and hold harmless **Safe at Home Pet Care** in the event of a claim brought by any person injured by the pet(s) for any damage caused by the pet(s).

13) **Safe at Home Pet Care** reserves the right to terminate this contract at any time, at its sole discretion; likewise, **client** may terminate this contract at any time. There is no term of contract for daily service.

14) Fees are earned upon confirmation of pet sitting reservations and are due within 10-days of receipt of invoice. Cancellations may be made up to 3 days in advance of scheduled service at no charge. If canceling less than 3 days prior to the first day of scheduled service period, a fee of 50% of the total service fee is applied. There are no refunds or credits for early returns or last minute (less than 3 days) changes to pet care. Once pet care begins, payment is due for the original dates scheduled. **Client** agrees to contact via telephone **Safe at Home Pet Care** immediately upon return. If **Client** does not notify **Safe at Home Pet Care** upon return, **Client** will be charged for a regular visit, and continue to be charged until **Client** notifies **Safe at Home Pet Care** of their return. A fee of \$25.00 will apply to all returned checks. **Client** is responsible for all costs of collection.

15) **Client** authorizes this contract to be valid approval for future services so as to permit **Safe at Home Pet Care** to accept **client** telephone and/or e-mail reservations and enter **client's** premises without additional signed contracts or written authorization unless indicated otherwise in writing.

Client has completed and signed required veterinary release form(s). **Client's** primary veterinarian will be notified with the accompanying letter and envelope provided.

This *Service Agreement* and the *Information Intake Packet* provided by **Safe at Home Pet Care** constitutes the sole and only agreements concerning the terms of this contract. Any prior agreements, whether oral or in writing, shall be void and of no further affect. This contract may only be modified in writing and signed by all parties to this agreement.

I have read and agree to the *Service Agreement*. I have been provided with a signed copy for my records.

Signed _____
(Client)

Date _____

Signed _____
(Safe at Home Pet Care Representative)

Date _____