

# Paw Prints Pet Services

Your Neighborhood Dog Walkers  
Serving the Falls Church area  
703-237-2793



## Paw Prints Pet Services – Pet Care Legal Considerations - OFFICE COPY

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.

- ❖ A **signed Service Request** must be provided to your Pet Care Provider before service is provided for any period. New service requests must be confirmed with your Pet Care Provider in advance.
- ❖ **Signed** Veterinary Release Agreement, Key Handling Agreement, Pet Information Disclosure and Contact Information Form will be required at the start of Client relationship and will be held on file for all future Service Requests. Please provide Paw Prints Pet Services with any necessary changes or updates.
- ❖ There will be a **\$40 service charge** for each returned check.
- ❖ Unpaid service may be cancelled without notice, including prior to or during the service period.
- ❖ Federal Holidays require an extra fee for pet care and may not be available for scheduling.
- ❖ Customer's Cancellation Charge Schedule:
  - **0 - 24 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds) with the exception of an inclement weather cancellation.
  - **2 + days** prior to service: No charge - refund or credit in full.
  - Inclement weather, same day cancellation: No charge - refund or credit in full.
  - Reservations are made to plan Pet Care Provider's availability to clients, please be respectful of our schedules.
- ❖ Paw Prints Pet Services is not responsible for damage to the home and property beyond the control of the Pet Care Provider. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company 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 Paw Prints Pet Services within 14 days.
- ❖ Paw Prints Pet Services 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 Care Provider. Paw Prints Pet Services agrees to remain fully insured through Pet Sitters Associates, LLC (also known as PSA) or a comparable entity. Paw Prints Pet Services accepts no responsibility for security of the premises or loss if other individuals, other than the homeowners, have access to a Client's home, or if the home is not properly secured.
- ❖ Paw Prints Pet Services is not liable for any loss or damage in the event a burglary or other crime that occurred while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Paw Prints Pet Services will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Care Provider, they will be either on the Pet Care Provider's physical person, or be properly stored a secure location. Paw Prints Pet Services subscribes to insurance coverage through PSA for lost key lock replacements.

- ✿ Pet Owner must have legal rights to place the animals in the care of Pet Care Providers and Veterinary Clinics in the event of an emergency. The Pet Care Provider 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.
- ✿ Pet Owner is responsible for pet-proofing house and yard, and the security of fences/gates/latches. Paw Prints Pet Services will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- ✿ Paw Prints Pet Services is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the Client, from any veterinarian as chosen by the Pet Care Provider. However, the company 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 collar (halter, harness, etc...); firmly affixed vaccination, registration & name tags; a lead rope or leash; and waste bags. Additionally, if required as part of the service visit: treats, toys, cat litter, poop scoop & box; food; cleaning supplies; and necessary medicines must also be provided.
- ✿ Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Care Provider, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Paw Prints Pet Services, in the event of a claim by any person injured by the Pet.
- ✿ Future Services: I authorize this contract to be valid approval for services so as to permit Paw Prints Pet Services to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- ✿ Paw Prints Pet Services reserves the right to terminate this contract at any time if the Pet Care Provider, in his/her sole discretion determines that Owner’s pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Care Provider.
- ✿ Paw Prints Pet Services agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. **In consideration of the services as an express condition thereof, the Client expressly waives and relinquishes any and all claims against Paw Print Pet Services and its employees, except those arising from negligence.** Claims of negligence that involve a hired Independent Contractor, hired by Paw Prints Pet Services, will be the responsibility of the Independent Contractor and the company they represent.
- ✿ Client agrees to notify Paw Prints Pet Services of any concerns within 24 hours.
- ✿ This agreement is valid from the date signed and replaces any prior Legal Considerations agreements. Client agrees to any future Paw Prints Pet Services term changes relayed *verbally to the Client*, mailed or emailed in writing to the Client.
- ✿ **The Owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.**

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Client/Owner’s Printed Name: \_\_\_\_\_

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

Pet Care Provider’s Printed Name: \_\_\_\_\_

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