

SERVICE CONTRACT

This contract is an agreement between Center City Pets and _____ (Client) for pet care services beginning _____ and thereafter on an as-needed basis. Center City Pets agrees to provide pet care services to Client in a reliable, trustworthy and caring manner.

Pet Care

1. Client authorizes Center City Pets to perform pet care services as outlined in the House and Pet Profile, which is a part of this contract.
2. Client authorizes by signature below, emergency veterinary care releasing Center City Pets and the pet sitter from all liabilities related to transportation, treatment, and expense. Center City Pets will attempt to contact Client prior to obtaining emergency care; however if Client can't be reached in a timely manner, Client authorizes Center City Pets to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Should the veterinarian specified in House and Pet Profile be unavailable, Client authorizes Center City Pets to seek treatment at the nearest animal hospital or emergency clinic. Client agrees to reimburse Center City Pets for any additional fees and/or expenses incurred while tending to emergency or veterinary care.
3. In the event of personal emergency or illness of pet sitter, Client authorizes Center City Pets to arrange for another qualified person to fulfill agreed upon responsibilities as set forth in House and Pet Profile. Client will be notified in such case.
4. Client understands mid-day dog walk service will continue from week to week unless and until Client or Center City Pets terminates service. In the event it is necessary to interrupt or suspend mid-day dog walk service, Client agrees to notify Center City Pets by 8:00am of the day of the scheduled dog walk or pay the visit fee. If dog walk service is suspended for more than 45 days, Client agrees to an additional paid consultation to determine if service can be resumed.
5. Client may agree to allow Center City Pets to keep their keys on file in a secure location for future services. If Client prefers to have keys returned, Client agrees to pay pickup and drop-off fees. Client authorizes Center City Pets to engage the services of a locksmith in the event of malfunction of the lock, keys, or automatic door opener. Client agrees to reimburse Center City Pets for all costs incurred and to hold Center City Pets harmless for consequences related to the activities of the locksmith.
6. In the event of inclement weather or natural disaster, Client authorizes Center City Pets to use best judgment in caring for Client's pet(s) and home. Client will hold Center City Pets and the pet sitter harmless for consequences related to such decisions.

Payment

7. Pet care services will be provided as stipulated under Schedule & Fees. Any additional visits made or services performed shall be paid for at the agreed contract rate. Fees for subsequent services are subject to change.
8. Client understands this contract is the only invoice Client will receive and takes full responsibility for payment of fees. Client agrees to make payment in full prior to, or at the time of, the first visit. Client understands if there is any unpaid balance, Center City Pets will be unable to offer care for Client's pet(s) until the balance is paid in full.
9. Dog walk service is due and payable weekly on the last day of scheduled service. Clients with a history of late payment will be required to pay in advance before services are rendered.
10. New clients understand all cancellations received before service begins are subject to a cancellation fee of \$30. Cancellations received less than seven days before a holiday are subject to a 50% cancellation fee (minimum \$30).
11. Client understands and agrees there are no refunds, partial or otherwise, on service after the job has begun or if Client returns home early.
12. Client agrees to pay a rush booking fee for pet sitting and dog walking services booked less than twelve (12) hours in advance. Client further agrees to pay full visit fees if scheduled access is denied due to circumstances beyond the control of Center City Pets or Client fails to notify Center City Pets service(s) will not be required.
13. Client agrees to reimburse Center City Pets within seven (7) days of return home for any incurred fees and expenses for tending to emergency or veterinary care as well as all charges for extra visits and any other unexpected home, food, or other supply needs. Invoice for additional charges (including receipts) will be left at Client's home on the last visit.
14. There will be a \$30.00 handling charge for checks returned for any reason. Should it become necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.

Liability

15. Center City Pets and the pet sitter will not be liable for injury, disappearance, death or fines of pet(s) with unsupervised access to the outdoors. In consideration of these services and as an express condition hereof, Client expressly waives and relinquishes all claims against Center City Pets and the pet sitter except those arising from negligence or willful misconduct on the part of the pet sitter.
16. Client agrees to provide Center City Pets with contact information where Client can be reached while away. Client will also provide a name and phone number of someone who is authorized to handle any major problems that may arise. If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision Center City Pets makes in regard to pet care or Client's property.
17. It is expressly understood and agreed that Center City Pets shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pet(s) during the service engagement period. Client agrees to notify Center City Pets of any concerns related to agreed-upon services within twenty-four (24) hours of return home.
18. Client (or Client's homeowner insurance) will be responsible for any injury (e.g., pet bite, scratches requiring medical attention) to the pet sitter due to Client's pet(s) or condition of Client's premises. If a dog has a history of biting, Center City Pets reserves the right to refuse service. Client will be liable for the pet sitter's medical care expenses and damages that result from an animal bite.
19. Client agrees to notify Center City Pets in advance of any visitors entering Client's home. Center City Pets will not be held responsible for any loss or injury incurred to Client's property or pet(s) by visitors. It is understood that anyone with access to the home will be notified of Center City Pets' presence and vice versa.

Future Services

20. Client authorizes this contract to be valid approval for future services so as to permit Center City Pets to accept Client's telephone and online reservations and enter Client's premises without additional signed contracts or written authorizations.