

Because I Care Pet Care



True Compassion for Your Pets

Service Agreement

Terms and Conditions

- ❧ I, Chrissy Wilkins agree to provide pet sitting, dog walking, doggy daycare, boarding, pet taxi and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases Chrissy Wilkins from any and all claims against her, except those arising from negligence or willful misconduct on her part.
- ❧ Chrissy Wilkins shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). Due to the extreme unpredictability of animals, Chrissy Wilkins is not responsible for any unusual mishaps (i.e., pet's refusal to take medication, sickness, injury, escaping, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death) of Client's pet(s) unless caused through negligence or willful misconduct.
- ❧ Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
- ❧ Client agrees to notify Chrissy Wilkins of **any concerns within 24 hours** of completion of services.
- ❧ Chrissy Wilkins will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
- ❧ Client agrees to indemnify, hold harmless and defend Chrissy Wilkins in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
- ❧ Chrissy Wilkins reserves the right to terminate this contract at any time if I, in my sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or to herself. If concerns prohibit me from caring for the pet, Chrissy Wilkins will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes Chrissy Wilkins to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.
- ❧ Chrissy Wilkins reserves the right to refuse service to any client, at any time, for any reason.

Estimates

- ❧ Estimates are based off the info that you provide me. It is important that you let me know your pet(s) routine and special instructions so I can provide you and accurate estimate. I will

determine the final cost of service after our Meet & Greet and have all the details of what the job entails. Costs of services are case by case.

Reservations

- ❧ A 50% deposit is required to reserve your dates of service
- ❧ Reservations can be made by phone, text message, and email or through my pet sitting software after you are entered into the system.
- ❧ Reservations are **NOT** confirmed until you receive an email or text from me confirming the reservation. **Please check that the days and times are correct.**
- ❧ It is best to reserve as far in advance as possible, especially during summer and the holidays.
- ❧ Each time you go away you will receive an email confirmation a few days before our first scheduled visit. It will ask you to update your Current Trip Information and any other pet care duties that may have changed since the last time I made a visit. This information is needed **EVERY TIME YOU GO AWAY.**

Payment

- ❧ Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of the commencement of services unless explicably agreed upon supplementary payment terms. 50% of payment is due to reserve your dates and the remainder 50% is due at the beginning of service. If payment is not paid in full before services start, your service will be cancelled with no refund and you will have to find another sitter whether you're out of town or not unless we have a prior agreement. Unfortunately, the bad folks have made it hard on the good folks.
- ❧ I accept Cash, Check, PayPal or Venmo only.
- ❧ **Checks:** Please make checks out to *Because I Care Pet Care* or *Chrissy Wilkins*
- ❧ **PayPal:** [PayPal.Me/venom.com/Chrissy-Wilkins-1](https://www.paypal.com/venom.com/Chrissy-Wilkins-1) or becauseicarepetcare@gmail.com
- ❧ **Venmo:** [venom.com/Chrissy-Wilkins-1](https://www.venom.com/Chrissy-Wilkins-1) or becauseicarepetcare@gmail.com
- ❧ Client will incur a \$25 charge for their returned check in addition to any and all bank fees attributed to the returned check. If I receive a bad check, you will not be allowed to use checks for payments again in the future. You will have to pay in **cash only!**

Cancellations

- ❧ Chrissy Wilkins reserves the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with **less than 24 hours** notice prior to the scheduled service.
- ❧ **Dog Walking, Drop-In Visits, Doggy Daycare & Boarding** – A 50% deposit is required to reserve service. If canceled 48 hours or more before service starts, the deposit goes to credit; **if any of these services are canceled less than 48 hours before service starts, the deposits, and any payments made, are non-refundable. If no deposit or payment has been made, you will be billed for the service.**
- ❧ **Pet Sitting Overnight visits** – A 50% deposit is required to reserve dates. If canceled 72 hours or more before service starts, the deposit goes to credit; if canceled less than 72 hours before the service starts, the deposit is non-refundable.
- ❧ **Holiday visits** – There is an extra charge for each time services are performed on a holiday. A 50% deposit is required to reserve dates. If canceled 7 or more days before the service starts, the deposit goes to credit; if canceled less than 7 days before the service starts, the deposit is non-refundable.
- ❧ *They are 11 days consider a "holiday" – New Year's Eve, New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, July 4, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.*

- 🐾 *Time of cancellation is calculated from the first visit back.*
- 🐾 *Cancellation times and policies are the same whether there is a deposit made or not.*
- 🐾 ***I give refunds only by my discretion.*** Deposits that are credited to your account never expire.

Crated Pet(s)

- 🐾 If you're out of town and you crate your pet(s), a minimum of 3 visits are required for my Drop-In Visits and Overnight Pet Sitting Services for full day services and 2 visits for partial days (the day you leave and the day you come back). **No exceptions!**

Referrals

- 🐾 For every QUALIFIED referral, you get \$20 OFF your next service, **except** for holiday bookings.
- 🐾 I ask that you please don't tell others how much you pay due to my pricing being case by case pricing. Some may have to pay more than you depending on the circumstances.

Reviews

- 🐾 I get most of my business by word of mouth. I ask that you please come to me ASAP with any problems and give me a chance to make it right before leaving me a bad review. I am a customer service advocate and I guarantee that if something is wrong it will not be intentional and I will do my best to make it right.

Vaccinations

- 🐾 Client represents and warrants that pet(s) are currently **fully** vaccinated in accordance with all local, state and federal laws and regulations.
- 🐾 **Your Pet must be up to date on the following to insure they have a safe stay with me:**
 - (DHLPP) Distemper, Hepatitis, Leptospirosis, Parainfluenza and Parvovirus
 - Bordetella
 - Rabies
- 🐾 **All vaccinations must have been given at least seven (7) days prior to arrival and not more than one year prior to arrival**
- 🐾 **A current copy of proof of vaccinations needs to be on file for each pet.** Should I be bitten or otherwise exposed to any disease or ailment received from Client's animal, it will be the Client's responsibility to pay all medical costs and damages incurred by the victim.

Boarding & Daycare

- 🐾 All dogs must be fully updated on all vaccinations and I must have their vaccination records on file Being **FULLY** vaccinated is an absolute must for boarding and daycare
- 🐾 All dogs must be up to date on their flea and tick prevention
- 🐾 I do NOT board aggressive dogs or large dogs who like to play ruff
- 🐾 Restrictions apply for large dogs
- 🐾 All dogs must be spayed or neutered due to aggression issues and males marking their territory
- 🐾 All dogs must be house trained
- 🐾 Boarding is priced per 24 hours
- 🐾 Daycare is priced by 4hrs, 6 hours & 8 hours

Overnight Pet Sitting

- 🐾 This service price is case by case and prices will be determined at our Meet & Greet or after I have all the special instructions of what the job entails.
- 🐾 Full service is to be considered a minimum of a 1 hour morning visit, a 30 minute mid-day potty break, a minimum of a 1 hour late night visit, with an 8 hours overnight care.

- ❖ My main goal is to protect your pet(s) and home and I am completely fine with video and audio surveillance. However, it is unacceptable to have cameras in the bathroom and bedroom area, and they will have to be moved to a more appropriate area before I start services in your home.
- ❖ **Extra Charges will apply for each time services are performed during holidays.**
- ❖ **If your pet(s) are crated, 3 Drop-In Visits are required. No exceptions!**

Supplies

- ❖ Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase of necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Chrissy Wilkins with 7 days.

Visits in Your Home

- ❖ This document gives Chrissy Wilkins authorization to enter the Client's listed address as needed to perform agreed upon services.
- ❖ Client expressly gives Chrissy Wilkins the authority to employ a locksmith on their behalf and to promptly reimburse Chrissy Wilkins for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
- ❖ Chrissy Wilkins is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
- ❖ Client agrees to properly secure the home prior to leaving the premises. Chrissy Wilkins will re-secure the home to the best of her ability at the end of each visit.
- ❖ For the safety of your pets, I do **NOT** do every other day visits.

Travel Surcharges

- ❖ My home is located in Fountain Inn, SC. My rates include up to 15 minutes travel time to your location. If travel time to your location is more than 15 minutes, a surcharge of \$0.50 cents per minute over 15 minutes will be charged. Example: For a 21 minute travel time, add \$3 per visit. I use Google Maps to determine travel time from my location.

No "ignoring the cat" or Similar Requests

- ❖ I need to know about all the pets that you have in your home.
- ❖ As a pet-care professional, I cannot, in good conscience, ignore additional pets in the household needing care—and I will need to provide and be compensated for the care of these additional pets.

Other Hired Help, Visitors or Roommates

- ❖ Please notify me if there will be **ANYONE** else entering your house while you are away. This includes family, friends, neighbors, workmen, house cleaners, roommates etc.
- ❖ **Chrissy Wilkins will not be liable for any damages caused by the acts of others in clients' homes.**
- ❖ Please be aware that I will **NOT** be responsible to cover any issues with your home, keys or pets.
- ❖ **NO SHARED VISITS!** I don't share visits with other Pet Sitters!

Outdoor Pets

- ❖ I **strongly** advise you not to leave your dog(s) or cats outside, unsupervised, in a fenced in yard or electric/invisible fence. For my protection, if you have an outdoor dog or cat in my care, you will

have to sign an agreement that I will not be responsible or liable if they get injured, attacked by a wild animal, become ill, or run away/escape.

Emergency Contact

- 🐾 It is very important that you provide me with an emergency contact in case something were to happen to me or my family and I was not able to continue keeping your pet(s) while you're away. Hopefully we will never need to rely on them but it is very important to have a backup plan.

DoTimely Pet Sitting Software

- 🐾 Do Timely is a Pet Sitting Software that I use that helps you to have a peace of mind while you're away. It's a cloud based management tool that you can access from anywhere and on any device. The mobile app is for me to do GPS location track for the walks and services in your home.
- 🐾 I also add detailed notes and photos during the service. The app location tags the photos associated with the service. The clients are notified when the services have started and completed and can immediately view the details of the service after the service is completed.
- 🐾 This program allows you to go in and revise any information or instructions about your pet or service. I can use the app to look up the information about your pet or the client and see any special notes that were added for the service. I have all the information that I need at my finger tips.
- 🐾 You can also request service through this software, but please make sure you receive an email or text from me confirming the request to make sure that I got it.
- 🐾 I am a solo pet care provider that doesn't have employees, so some features I do not have yet on Do Timely. Right now, I have the FREE version that only provides what I need at the moment. I do not have the ability to create invoices or take payment through Do Timely at this time.
- 🐾 All information in Do Timely is secure.
- 🐾 You will receive a welcoming email with your password. Please make sure you can sign in and are familiar with this software before going on your trip. This is how you will get all your details about your pet(s).

Inclement Weather

- 🐾 Heat/Inclement Weather – My #1 goal is to keep your pet's safe and comfortable while in my care. If it is extremely hot/cold outside, visits and/or routines will be modified to achieve this. I am aware that certain dog breeds don't do well in hot temperatures, and they will be strictly limited to the outdoors during bathroom breaks. The same holds true for extremely cold/snowy/icy days for all pets.
- 🐾 Driveways/Walkways – Please consider your pet sitter's safety by removing any snow, ice and/or debris from all walkways and driveways before you leave your home.
- 🐾 In the case of an emergency, inclement weather or a natural disaster, the Client authorizes Chrissy Wilkins to use reasonable judgment for the care and well being of Client's pet(s) and residence. Chrissy Wilkins will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on her sole discretion. Charges may apply for this accommodation.

Social Media

Please check the box of your choice:

- Client authorizes the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes. I never use last names, so your privacy is protected.
- Client does **NOT** want me to use pictures of your pets on my website or social media pages.
- 🐾 Client authorizes this contract to be valid approval for services so as to Chrissy Wilkins to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
- 🐾 The Term of this document applies to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed. I have read the above terms and conditions. I know, understand and agree to all terms stated above. By Signing below, I am accepting this document as a contractual agreement.
- 🐾 ***All policies and procedures are subject to change without notice at the discretion of Chrissy Wilkins, Doing Business As, Because I Care Pet Care.***

Print Name

Signature

Pet Sitter's Name

Date