

Client Agreement

When you use our services you acknowledge that you have read, understand and agree to be bound by the policies, terms and conditions set forth herein. The terms and conditions in this agreement will govern your use of Dogs Best Friend services and familiarize you with our general principles for operating the same.

In this agreement, the word “we” or “our” refers to Dogs Best Friend, the pet care company providing care for your pet(s). The words “you” and “your” shall be understood to refer to the client. The following describes the terms and conditions on which Dogs Best Friend offers you pet care services.

This includes, but is not limited to “Pet Services” which includes dog sitting, dog walking, taxi, and care for your dogs, cats and other pets.

This agreement is entered into by Dogs Best Friend, (Scott Wallis owner)

and (Client).

Terms and conditions

1. Booking Guidelines: 1.1 For **pet sitting** bookings, we recommend you book 30 – 60 days prior to your departure. If you are leaving on short notice, we will try our best to accommodate your schedule, but there are no guarantees we will have an opening.

2. Payment Terms: Dogs Best Friend accepts cash, cheque and email money transfers. 2.1 A 50% deposit of the total is required upon booking confirmation. The remainder is due upon completion of the pet care period.

2.2 An NSF fee of \$35 will be charged to you for NSF cheques.

3. Cancellation Policy: 3.1 For **pet sitting** service, your cancellation notice must be given at least 7 days prior to your reservation date (departure date) to qualify for a refund. If less than 7 days notice is provided, we reserve the right to keep 100% of the deposit amount.

3.2 Please let me know if you don't need **walking service** at least 24 hours prior to the walk. Any less or no notice of cancellation results in full charge for the walk. Similarly I might be able to fit your dog in for a walk 24 hours prior to a walk. Regular clients will always take priority over last minute drop ins.

4. Emergency Situations: 4.1 You are required to provide veterinarian’s contact information prior to your departure, as well as your contact information and any emergency contacts.

4.2 We agree to contact you in the event of an emergency and your pet requires medical treatment.

4.3 In case of an emergency, we will use your preferred vet/hospital. If your preferred vet/hospital is unavailable, we use our discretion to obtain alternative medical attention for your pet.

4.4 You’re aware and agree to covering all medical costs and fees associated with your pet(s) being ill or otherwise needing veterinary care (see Section 7 for specific conditions).

5. Extreme Weather, Extreme Situations or Staff Illness 5.1 We provide services regardless of bad weather. In cases of extreme weather, every effort will be made to visit pet sitting clients in a timely manner.

Animals with medical issues will be attended first. 5.2 Pet sitting clients: if we're unable to visit your pet due to an unlikely event or severe staff illness, Dogs Best Friend will appoint another qualified sitter to continue caring for your pet. You or your emergency contact will be notified immediately if this occurs, and you reserve the right to request alternative arrangements.

6. Injury, Risk & Liability 6.1 We will not be responsible for any animal(s) that instigate fights with other animals or is injured by another animal while in our care. We will never place your pet in the company of aggressive or violent animals and/or will immediately remove your pet(s) from any animal fight if one occurs. Any veterinary costs that result from an altercation with another animal will be paid by you, unless the altercation is due to our negligence or misconduct.

6.2 You are responsible for pet-proofing your house, property, security fences/gates/latches, and providing us with detailed instructions on securing the premises. Should your pet(s) run away or be injured, you agree that we will not be responsible for any liability or penalties that might ensue. We're not responsible for the safety of the pet(s) and will not be liable for the death, injury, disappearance or legal consequences of any pet(s) with unsupervised access to the outdoors. This waiver of liability in favor of Dogs Best Friend shall not apply if we are found to be grossly negligent, reckless, or if there is intentional misconduct.

6.3 During the time your pet(s) are under our care, we shall not be liable for any sickness, disease, theft, death or injury which may be suffered by your pet(s), unless we are found to be grossly negligent, reckless, or if there is intentional misconduct. This includes, but is not limited to any personal injury or disability the pet(s) may receive while in our care.

6.4 You will be responsible for all medical expenses and damages resulting from an injury to us or other persons by your pet(s). You agree to indemnify, hold harmless, and defend Dogs Best Friend in the event of a claim by any person injured by your pet(s), unless we are found to be grossly negligent, reckless, or if there is intentional misconduct.

6.5 We are not responsible for wilted, dead or otherwise unhealthy plants. We will work hard to follow written instructions as precisely as possible, but cannot be responsible if the results are not favorable to you.

6.6 We are not responsible for damage to the home beyond our control. This includes, but is not limited to: electrical problems, leaks, and acts of nature. If an immediate repair or intervention is required, we will attempt to contact you and your emergency contact(s). If you or your contacts cannot be reached, we will authorize any emergency work. All related fees will be paid by you or fully reimbursed to us within seven (7) days of your return date.

6.7 We are not liable for any loss or damage in the event of a burglary or other crime that should occur while under agreement. You agree to secure your home prior to leaving the premises. We will re-secure the home according to your instructions at the end of each visit.

6.8 You take 100% financial responsibility for your dog(s) damaging behaviour on any property of Dogs Best Friend. Including vehicles, buildings, house, yard and all their belongings. Dogs Best Friend will do their best to avoid any damage caused by your pet. However if damage still occurs, the full cost of the repeat will be paid by you.

7. Pet Sitting Policies

7.1 Before you leave town, please confirm travel arrangements with us, and notify us as soon as possible if travel plans change (refer to our cancellation policy if you cancel your booking).

7.2 When you return home, please contact us so we know your pet(s) are back under your care. If we do not receive confirmation of your return and we believe the animal may in distress or discomfort if left alone, you will be charged for a follow-up visit, plus travel costs if applicable. 7.3 You must notify us if there will be anyone having access to your home during your absence. We are not responsible for any damages incurred to your home or pet(s) by said visitor(s).

7.4 If you return home early or depart later than the times you booked for pet sitting, you will be required to pay for the full booking.

7.5 If we need to restock basic supplies required for pet care, you agree to reimburse Dogs Best Friend for the receipted amounts, plus travel costs if applicable.

7.6 You are responsible for knowing your local bylaws and pet restrictions, and providing us with any instructions that may apply to day-to-day management of your pet. If a fine or other penalty is applied in the course of providing care as mutually agreed by Dogs Best Friend and the client, the client shall pay all penalty costs.

By signing below and/or e-mailing a written agreement to the terms of this agreement, the Client agrees that he/she has read this document in its entirety and fully understands and accepts its terms and conditions.

You give 100% permission to allow your dog(s) OFF LEASH while in our care:

Your dog will remain ON LEASH at all times: (initial please)

Client name (please print)

Client signature

Date _____ / _____ / _____

Dogs Best Friend representative:

Thank you for your time and attention. Feel free to contact me with any questions.

Scott and Digsy, (250-204-2211) Dogs Best Friend Walking and dog and pet sitting services

