

# Quick Visit Service Agreement

Shadow & Marty's Pet Care Services

Contact: Dedi Wood

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This agreement is effective from \_\_\_\_\_ to \_\_\_\_\_ and is between Shadow & Marty's Pet Care Services and \_\_\_\_\_ (hereinafter referred to as "client") who resides at \_\_\_\_\_.

This agreement constitutes permission to enter above address and perform duties as outlined in the Client and relevant Pet Information Sheet, Service Agreement, and Veterinarian Release.

Any changes to this agreement must be done so in writing or they will be null and void. Shadow & Marty's Pet Care Services has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented before any new services are rendered.

**Quick Visit Rates: Rates are based on per visit. \$10 per visit for UPTO 10 minutes.**

**Payment for Services:** Cash  Check  Money Order  Credit Card

Card Type: Visa  MC  Discover

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Permission to charge card at the start of each service booking: Yes / No

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

*\*In the event of a returned check, the client must pay the entire invoice and a \$30 fee promptly via cash or money order only.*

**Key Release:** Left on final visit  Kept for future use  Mailed

*\*There will be a \$5 fee for every future pickup*

Veterinarian Release Form read and signed: Yes  No

Client and relevant Pet Information Sheet filled out: Yes  No

May we take pics/videos of your pet(s) & use for promotional use? Yes  No

May we use you as a future reference? Yes  No

Additional Information/comments:

# Policies and Procedures

## 1. **Liability Policies:**

- ❖ Shadow & Marty's and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Shadow & Marty's or its employees, unless arising from gross negligence on the part of Shadow & Marty's. Client agrees to notify Shadow & Marty's of any concerns within 24 hours of returning home.
- ❖ Shadow & Marty's cannot be responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- ❖ Shadow & Marty's cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ Shadow & Marty's or its employees shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Shadow & Marty's to allow outside while sitter is not there. This includes pets with doggie doors and outdoor pets.
- ❖ The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Shadow & Marty's for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ All pets with electronic fences must wear their collars with fresh batteries. Shadow & Marty's is not responsible for any animals that get out or inside of perimeter.
- ❖ Shadow & Marty's will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet.
- ❖ Shadow & Marty's does not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if client's pet should bite another person or animal.
- ❖ Shadow & Marty's will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- ❖ Shadow & Marty's does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ❖ Client authorizes Shadow & Marty's to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges.
- ❖ Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.
- ❖ Job sharing is not covered under our insurance. We cannot be responsible for your pet or home if another service provider enters your property while we are not there.

1. **Cancellation Policy:** Cancellations must be received within 48 hours of scheduled visit or a cancellation fee of \$50 will apply. Shadow & Marty's reserves the right to deny service or terminate service if job differs from original consult or if job poses safety concerns, financial concerns, or inappropriate or uncomfortable situations.
2. **Business Hours:** Business hours 9Am-6PM Monday through Friday, Saturdays 10AM-4PM, and Sundays/Holidays Closed. Visiting hours fall between the hours of 10 a.m. and 3 p.m. and services are usually completed during this time unless we are behind schedule. Shadow & Marty's will not accept time specific calls as we cannot guarantee specific times accurately. We require a three hour window to make visits.
3. **Bad Check Policy:** A \$35 fee is assessed on all returned checks. All fees are due promptly and must be paid via money order or cash only.
4. **Emergencies:**
  - ❖ Client agrees to authorize Shadow & Marty's to handle any emergencies that may arise. Shadow & Marty's will make every effort to contact client, however client gives Shadow & Marty's authority to act in the pet's/home's best interest and be available at an hourly rate of \$30.
  - ❖ Shadow & Marty's requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Shadow & Marty's is not responsible for pets in these circumstances.
5. **Payment Arrangement: Payment is due before services are rendered.** In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 3 days of the completion of services or a late charge of \$20 will be applied per week until invoice is paid.

By signing below the client fully understands and agrees to the contents of this agreement:

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Client's signature

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Date