

Dog Walking Service Agreement



Wagtime

Contact: Cheryl Dabrowski
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Email: wagtimenj@gmail.com

Date:	Email:
Phone Number:	Pets Names:

This agreement is effective beginning _____ and terminating after a period of 36 months, and is between Wagtime LLC and _____ (hereinafter referred to as "client") who reside at _____

This agreement constitutes permission to enter above address and perform duties as stated in the Client/Dog/Cat Information Sheets.

Any changes to this agreement must be done in writing or they will be null and void. Wagtime LLC has the right to make any changes to this agreement at will. With any changes, a new agreement will be presented before any new services are rendered.

Services/Rates: Refer to the Wagtime Rate Guide for charges and fees.

Payment for Services: Cash Check*

**In the event of a returned check, the client must pay the entire invoice and a \$50 fee promptly via cash or money order only.*

Key Release: Kept by Wagtime for future use Customer Pickup

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

**For your safety, NO KEYS will be mailed, hidden outside or locked in homes on last visits.*

Any medical/health concerns (Must fill out Medication Waiver if administering meds):

Client Information Sheet filled out: Yes No
Dog/Cat Information Sheet filled out: Yes No
Veterinarian Release Form read and signed: Yes No
Medication Waiver Form read and signed: Yes No (if required)

Additional Information/comments:

Policies and Procedures

The client hereto agrees as follows:

1) **Liability Policy:**

- ❖ Wagtime LLC agrees 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 Wagtime LLC, unless arising from gross negligence on the part of Wagtime LLC.
- ❖ Wagtime LLC cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker is not present.
- ❖ Wagtime LLC 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.
- ❖ Wagtime LLC cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ Wagtime LLC shall not be held responsible for the loss, injury, death, or actions of any pet that the client has left outside via doggie doors, or outdoor pets.
- ❖ Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. Wagtime LLC does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatally injured or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.
- ❖ 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 Wagtime LLC for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ Wagtime LLC 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.
- ❖ Wagtime LLC will not walk unruly dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- ❖ If pets exhibit aggressive behavior that poses a risk to the Pet Sitter or prohibits them from caring for the pet, service will not be provided. If Client cannot be contacted, client authorizes Wagtime to place the pet in a kennel with all charges to be charged to Client.
- ❖ Wagtime LLC does not diagnose or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ❖ Wagtime LLC will not be responsible for any keys the client has asked to be mailed.
- ❖ 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.

2) **Cancellation Policy:**

- ❖ Weekly dog walking visits must be booked by end of business day Friday of the preceding week. Cancellations will incur a \$10 cancellation fee. Cancellations received within 24 hours or less of scheduled visit time will be charged for the full visit cost.
- ❖ Vacation visits must be booked 7 days in advance. Cancelled visits will be billed at the full amount, but applied as a credit towards future visits. Cancellations received less than 48 hours before the scheduled visit time will be charged for half the visit cost, with no credit.
- ❖ Holiday Cancellations: Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before any holiday, you will be charged for half of the visits.

3) **Early Returns:** If you return home early from a trip, please contact us immediately. If you do not notify Wagtime LLC of an early return and we make a trip to your house and find out that you are home, the regular per visit charge applies.

4) **Business Hours:** Business hours for customer inquiry fall between 9 AM and 5 PM. Visit times fall between 7 AM and 10 PM. and services are usually completed during this time unless we are behind schedule. Wagtime LLC will not accept time specific visit requests as we cannot guarantee specific times accurately. All visit requests are scheduled within a two hour window.

5) **Last Minute Bookings:** All new customers must book at least 7 days in advance because an initial meeting with

you and your pet(s) must be completed. We will make every effort to accommodate last-minute bookings for existing customers, schedule permitting.

- 6) **Bad Check Policy:** A \$50 fee is assessed on all returned checks. All such fees are due promptly and must be paid via cash or money order only.
- 7) **Emergencies:**
 - ❖ Client agrees to authorize Wagtime LLC to handle any emergencies that may arise. Wagtime LLC will make every effort to contact client. In the event client cannot be contacted, client authorizes Wagtime LLC to use their best judgment and to be available at an hourly rate of \$30 to oversee the circumstances.
 - ❖ Wagtime LLC requires the client to have a responsible party to take care of their pet(s) in the event of unforeseen circumstances beyond our control, such as the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Wagtime LLC is not responsible for pets in these circumstances.
 - ❖ In the event of injury or illness of your Pet Sitter, or other emergency circumstances where duties are unable to be performed, Client authorizes Wagtime to arrange for a back-up sitter to take over duties as outlined in this agreement.
- 8) **Inclement Weather:**
 - ❖ In the event of inclement weather, the plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.
 - ❖ **IMPORTANT EXCEPTION:** On days when the Gloucester County School Districts are closed due to inclement weather, the daily dog walking visits will be cancelled.
- 9) **Payment Arrangement:** Payment is expected in full at the time of booking or on the first day that service begins. If payment is not received at the time of service, a \$25 late fee may be added to your invoice. Any outstanding invoices not paid within 10 days of receipt of invoice will accrue at 2% interest compounded daily after those days expire. In the event of additional unplanned visits, payment is expected within 7 days of the completion of services or the late fee of \$25 will be applied.
- 10) **Incidental Costs:** Wagtime will provide receipts upon request for any unplanned or incidental expenses incurred, such as food, litter, cleaning supplies, or vet visits. Unforeseen purchases of supplies may incur a \$25 fee for travel costs.
- 11) **Keys:** Client expressly gives Wagtime the authority to employ a locksmith on their behalf and to reimburse Wagtime per the Incidental Costs policy in the event of malfunction of the lock, keys, or automatic door opener.
- 12) **Updates:** The client is responsible for providing Wagtime LLC with updates on any changes regarding your pets' care and other pertinent information.
- 13) **Medications/Vaccinations:** Under no circumstances will Wagtime LLC service any pet that has any form of contagious illness. We require that all pets have the necessary vaccinations, immunizations, and flea & tick preventatives before service begins. This is for the safety of other customers.
- 14) **Leashes:** All dogs will be required to be on leash during outdoor walks. Pet owners are responsible for supplying a leash and harness/collar.
- 15) **Access to your Home by Others:** If customer allows any other person(s) access to their home during Wagtime LLC's contract period, Wagtime cannot be held liable for any damages to property or pets as a result. Please notify Wagtime if someone will be in your home. Please also notify the person(s) in your home that Wagtime is coming so that your visitor is not surprised by our entrance.
- 16) **Cancellation of Contract:** Wagtime LLC reserves the right to terminate this agreement at any time before or during its term. The client may cancel contract at any time in writing paying for any outstanding service invoices at that time.

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

Client's signature

Date