

# Client Service Agreement

This agreement constitutes the terms between Dog's Best Friend (DBF) and the client. Signed client service agreement and vet release must be provided before service. DBF will remain fully insured while conducting business.

Any cancellations after 5pm the day prior to service/day of cancellations will be charged in full (no refunds).

DBF provides services to pet(s) in our care with a positive reinforcement (R+) philosophy adhering to LIMA: least invasive minimally aversive practices. DBF will use a variety of foods during services to reward good behavior. This may include, but is not limited to, peanut butter, meats, cheese, variety of store bought dog kibble and treats, etc. If your dog has any allergies you must note this on their "Pet Info" sheet and verbally inform DBF at the meet and greet. If your pet(s) has a food allergy, sensitivities, or special diet the client is responsible for supplying a bag of treats for each service.

DBF provides services that if the owner has requested and allowed, may allow the dog off leash. DBF is not responsible for the injury, loss, or death of any pet(s) permitted off leash by the client. DBF will use its best judgment in determining if it's safe for a pet(s) to be off leash, but is not responsible for the results that may be injury, loss, or death of a pet(s). Client waives any and all rights to legal action against DBF in the case of injury, loss, or death of a pet permitted off leash. The environment can change rapidly causing unpredictable changes to the dogs behavior resulting in injury, loss, or death. Events such as, but not limited to, chasing an animal, sudden loud noise startling a pet who then runs away, approaching another dog and getting bit, drowning, etc.

DBF is not responsible for the injury, loss, or death of any pet(s) in our care. Client waives any and all rights to legal action against DBF in the case of injury, loss, or death of a pet(s). This includes, but is not limited to, injury or death that may occur during transportation of an pet(s), equipment failure, human error such as a dropped leash or slipping on ice.

DBF is not responsible for wilted, dead or unhealthy plants. DBF will work hard to precisely follow your written directions, but is not responsible for the results.

DBF is not responsible for damage to the property (of the client or others) beyond the control of DBF. This includes, but is not limited to, leaks, electrical problems, and acts of nature. In these situations, DBF will attempt to contact the client and the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including emergency service fees) will be paid by the client, or fully reimbursed to DBF within 7 days.

DBF accepts no responsibility for security of the premises or loss if others have access to client's home, or if the home is not properly secured. DBF is not liable for any loss or damage in the event a burglary or other crime should occur while under this contract. Client agrees to secure home prior to leaving the premises. DBF will re-secure the home in compliance with client's request and/or leave the house secured as it was found.

Client must have legal rights to place pet(s) in the care of pet sitter, kennel, and vet clinics. DBF cannot service a home with "visiting" animals that do not belong to the resident of the service site without a client service agreement and vet release signed by the owner.

The terms of this document apply to all pets owned by client, including any and all new pets the client obtains on or after the date this document was signed, at any and all locations the owner designates for service.

DBF is authorized to seek any emergency vet assistance needed during visits, at the cost of the client, from the vet specified or any vet as chosen by DBF in case of emergency and need for immediate attention from vet in close proximity. However, DBF is not responsible for the health/well-being of the animal. All related fees (including emergency service fees) will be paid by the client, or fully reimbursed to DBF within 7 days.

Client is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness or collar for walks, a lead rope or leash, food, cleaning supplies, medicines, and cat litter. Client authorizes any purchases necessary for the satisfactory performance of duties. Should DBF need to use its own equipment, we are not responsible for the failure of that equipment and the possible resulting injury, loss, or death of a pet(s). Client agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse DBF within 7 days for all purchases made.



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# Client Service Agreement

Client is responsible for all medical expenses and damages resulting from an injury to a pet sitter, or other persons or animals, by the pet(s). Client agrees to indemnify, hold harmless, and defend DBF, in the event of a claim by any person injured by pet(s).

Future services: I authorize this contract to be valid approval for services so as to permit DBF to accept all future reservations and enter my home without additional signed contracts or written authorizations.

DBF reserves the right to terminate contract at any time if DBF, in their sole discretion determines that client's pet(s) poses a danger to the health or safety of itself, other pets, other people, or the pet sitter. If concerns prohibit the pet sitter from caring for the pet(s), the client authorizes the pet(s) to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the client.

DBF agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all legal claims against the company and its employees.

Client agrees to notify DBF of any concerns within 24 hours of return.

Client is responsible for any damage caused to premise where the pet(s) is boarded if permission has been given to take pet(s) to another household for care.

This agreement is valid from the date posted, and replaces any prior legal considerations agreements. Client agrees to any future DBF term changes, after being notified of the changes, as they may be amended occasionally.

## Client signature

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Name

Date

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Address

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Phone

Email

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Emergency contact

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Other notes



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# Veterinary Release Form

In the event my pet(s) appears to be ill, injured, or at significant risk of experiencing a medical issue at the start of service or while in the care of Dog's Best Friend (DBF), I give permission to DBF to seek service from a vet / vet clinic.

I ask DBF to inform the attending clinic / vet of my requested total diagnosis and treatment limit of \$ [REDACTED] per pet (i.e. \$0, \$200, \$1,000, unlimited). DBF advises that client place credit card on file with vet. I understand efforts will be made to contact me regarding treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand DBF works to prevent accidents and injuries, but such issues may occur no matter how well the pet(s) is cared for. I agree to allow DBF to use best judgment in handling these situations, and I understand DBF assumes no responsibility for the actions/decisions of the vet staff and the health or death of my pet(s). I assume full responsibility for the payment and/ or reimbursement for all vet services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 7 days of the initial incident. I am also responsible for all Special Service fees assessed by DBF for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay fees within 7 days of each incident. I authorize DBF and my primary vet(s) to share all medical records of my pet(s) with vet clinics in an emergency in the interest of providing the best care. I will ensure my pet(s) is current with rabies vaccinations and will remain current on rabies vaccinations throughout each service period. I agree to notify DBF of any signs of injury or possible illness before service as soon as the condition appears. DBF reserves the right to cancel service when the pet(s) has a potentially infectious condition. DBF strives to provide clean, safe service to each client. DBF strongly recommends the pet(s) be vaccinated, dewormed, and protected from harmful insects according to vet recommended standards. This agreement is valid from the date below and grants permission for future vet care without the need for additional authorization each time DBF cares for my pet(s). I understand this agreement applies to all pets within DBF's care. In signing this contract, I agree I have the sole authority to make health, medical, and financial decisions regarding my pet(s) scheduled to receive care by DBF.

## To the Veterinary Hospital:

DBF is contracted to care for my pet(s) and has my permission to place pet(s) in your care in case of emergency. DBF will attempt to contact me as soon as medical care is deemed necessary. However, if I cannot be reached immediately, I authorize you to treat my pet(s) and will be responsible for payment of any fees. Please file this form with my records.

## Client signature

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Name

Date

Primary vet clinic

Emergency clinic

Clinic address

Clinic address

Phone Number

Phone Number

Vets Name

Vets Name



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# Information Sheet

Name \_\_\_\_\_ Breed \_\_\_\_\_ Age \_\_\_\_\_

Birthday (so we can celebrate!)

Is your pet given permission to be off leash

Friendly with other dogs on leash

Friendly with other dogs off leash

Likes/friendly with kids

Pet dislikes/fears

Has your pet been in any form of altercation

Medication type/dose/frequency

Feeding routine/allergies

Wifi network and password (for overnight care)

What else should we know about your pet