

Office Use Only:

Family Name: \_\_\_\_\_ Client ID: \_\_\_\_\_ Date: \_\_\_\_\_



# PEACEFUL PET SITTERS

Professional Pet Care In Your Home

## Service Agreement

1. This agreement is made and entered into on \_\_\_\_\_ by and between Peaceful Pet Sitters, LLC™ of Santa Fe, NM (hereinafter referred to as "PPS, LLC") and Client \_\_\_\_\_ (hereinafter referred to as "Client") residing at Physical Address:

Street \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ (hereinafter referred to as, "Premises")

Alarm Location \_\_\_\_\_ Alarm Company \_\_\_\_\_

Disarm \_\_\_\_\_ Arm \_\_\_\_\_ Disarm Code Word \_\_\_\_\_

Do you have security cameras?  No  Yes, Location \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_ (required to send invoice and / or confirmation)

Mailing Address (if different from physical address) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Partner, Spouse, or Roommate Name \_\_\_\_\_ Phone # \_\_\_\_\_

If Renting, Landlord \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Preferred communication method for updates?  Phone  Text  Email

How often would you like to receive updates?  Every Visit  Every Day  First and Last

How did you learn about Peaceful Pet Sitters?

Website  Flyer  Google  Bing  Yahoo  Yelp

Friend/PPS Client \_\_\_\_\_  PPS Pet Sitter \_\_\_\_\_  Other \_\_\_\_\_

2. Keys: Client authorizes PPS, LLC to enter the premises to perform services. PPS, LLC requires a minimum of TWO working keys for all clients' homes. NO KEYS will be accepted under the doormat, hidden on premises, mailed by regular mail, or locked in home on last visit. Garage door openers are accepted in addition to, but not in lieu of keys. Unless keys are provided upon initial interview, a Key Pick up Charge will be added to client's first invoice for time and travel to pick up key(s).

Client acknowledges they have provided PPS, LLC with a working Key for access to Premises plus a working:

- Duplicate
- Duplicate to be available on first visit
- Duplicate to be made by PPS, LLC (Key Copy Charge will apply)

Would you like to keep your Key(s) on file with PPS, LLC?

- Yes keep key(s) on file - Client specifically authorizes and requests that PPS, LLC keep keys on file for use when Client makes future request for services by PPS.
- No, return Key(s) after client returns and PPS, LLC has completed services. A Key Drop Off Charge will be added to client's first invoice. I understand that I will be charged a Key Pick Up and Drop Off charge for future reservations.

**3. Locations/Maintenance:**

**Dogs:**

Leash \_\_\_\_\_ Treats \_\_\_\_\_ Toys \_\_\_\_\_  
 Extra Food \_\_\_\_\_ Water Bowls \_\_\_\_\_

**Felines:**

How many litter boxes do you have? \_\_\_\_\_ Locations \_\_\_\_\_  
 How often do you scoop litter? \_\_\_\_\_ How often do you change litter? \_\_\_\_\_  
 Special instructions \_\_\_\_\_ Litter Brand / Type \_\_\_\_\_  
 Where do you keep cleaning Supplies? \_\_\_\_\_  
 Main indoor trash receptacle & recycling location \_\_\_\_\_  
 Broom/Dustpan/Mop \_\_\_\_\_ Vacuum Cleaner \_\_\_\_\_

**Collect Mail:**

Mailbox Location \_\_\_\_\_ Mailbox # \_\_\_\_\_

**Special Deliveries:**

If signature is required, messenger service will be instructed to hold package until Client's return.

- No
- Yes
- Keep Mail Key on file
- Leave Mail Key on last visit

Do you receive a daily newspaper?  No  Yes  Weekends only

**Instructions Plants/Feeders:** (additional charge may apply see Services and Price Guide)

Indoor plant watering instructions (Please feel free to leave additional notes) \_\_\_\_\_

Outside watering instructions (please feel free to leave additional notes) \_\_\_\_\_

- Automatic System
- Hand Water
- Fill outside wild animal feeders
- Other \_\_\_\_\_

Door between garage and house kept locked?  No  Yes

**Emergency Shutoffs:**

Location of circuit breaker \_\_\_\_\_

Location of main water shutoff \_\_\_\_\_

Location of gas shutoff \_\_\_\_\_

**Home Security:**

**Trash/Recycling:**

Trash Day \_\_\_\_\_ Recycle Instructions \_\_\_\_\_

- Do not alter inside lights
- Turn porch light off at night
- Blinds open during day & close at night
- Turn lights on/off inside
- Keep porch light off
- Keep light on inside at night
- Keep porch light on 24/7
- Do not alter blinds

**Cleaning Services:**

Company Name \_\_\_\_\_

Phone \_\_\_\_\_ Day/Time \_\_\_\_\_

**4. Rates and Services:** For and in consideration of the sum of charges to be paid by client, PPS, LLC agrees that its staff shall provide such loving care as indicated in this contract for the pet(s) listed and owned by client. Current rates and services are displayed on website [www.peacefulpetsitter.com](http://www.peacefulpetsitter.com) and available in printed form in the dated Service and Price Guide

Minimum Visit Policy: PPS, LLC has minimum visit policy to comply with our insurance policy and for the health and well-being of our client’s pet(s). Client’s pet(s) must be visited every 24 hours (we strongly recommend every 12 hours). For pet(s) without access to potty area (i.e. pet door, pee pads, or litter box), PPS, LLC requires a minimum of 3 daily visits. Visit times are approximate and subject to change based on the needs of all pets under PPS, LLC care. PPS, LLC is entrusted to use best judgment in caring for pet(s).

Other services subject to a supplemental invoice include but are not limited to: Supply Pickup (food, treats, medications etc.), Vet Visit, After Hours Emergency Vet Visit, Extensive Incidental Clean-up, House Emergency (waiting for service person), Return Check/Payment Fee, Pet Sitting Late Payments (payment due at start of service), Dog Walking Late Payments (payment due by date on Invoice). Supplemental invoice is payable in full within 3 days of due date.

**5. Payment Policy:** Payment is due when services begin unless otherwise specified. If payment is not received at time of services PPS, LLC reserves the right to charge a \$5.00/day late payment fee until payment is received, beginning with the date services begin unless otherwise stated on invoice. “Payment” shall mean the actual receipt of payment by PPS, LLC. Dog walking services are billed on a weekly recurring basis and payment is due on the last day of scheduled walk for that week (i.e. Friday). Payment options are as follows, check made payable to PPS, LLC, cash, or by using The Payment Network with the link located on the bottom of your invoice (additional payment methods coming soon).

**6. Cancellation Policy:** Dog Waking and Pet Sitting by the Hour services are subject to a 24 hour cancellation period. Daily Visit Pet Sitting services are subject to 5 day cancellation period. Over Night services are subject to a 7 day cancellation period, and Live-In Pet Sitting services are subject to a 14 day cancellation period.

Cancellation period is determined by counting back from the date services are scheduled to begin. If reservations are cancelled prior to the cancellation period client will not be charged. Otherwise, client will be responsible for 50% of the invoice total. If changes are made to reservation during the service period no refunds or credits will be given and clients are required to pay for the reserved amount of visits. Service period begins on the date of first scheduled visit and ends on the date of last scheduled visit. Reservation extensions are subject to a supplemental invoice and will be billed upon clients return.

**7. Shared Responsibility/Trespassers:** PPS, LLC has a No Shared Responsibility Policy in order to comply with our insurance policy (no exceptions will be made). This means no other person should share pet care responsibilities (i.e. feeding, medicating, etc.). Client agrees to provide and list all individuals/companies who have access to the premises while client is away (i.e. house cleaning service, painters, landscapers, friends, family members, etc.). PPS, LLC cannot be held responsible for the acts of others that are allowed in and out of the home during the service period. If more space is needed please attach an additional page.

Company/Individual Name \_\_\_\_\_ Phone # \_\_\_\_\_

Has key to Premises?      Yes      No

Company/Individual Name \_\_\_\_\_ Phone # \_\_\_\_\_

Has key to Premises?      Yes      No

**8. Preferred Service Companies:** In the event of an emergency involving the premises, client hereby authorizes PPS, LLC to obtain services as listed below. Should specified company be unavailable client authorizes PPS, LLC to select a company of their choice. Client further authorizes PPS, LLC or its representatives to incur cost in the name of Client. Client explicitly states they will be responsible for any cost incurred. Client agrees to indemnify and holds harmless PPS, LLC from any liability arising from such charges. Client agrees to pay House Emergency Charge.

Locksmith (name/phone) \_\_\_\_\_

Alarm System (name/phone) \_\_\_\_\_

Electrician (name/phone) \_\_\_\_\_

Plumber (name/phone) \_\_\_\_\_

Cooler/Heating System (name/phone) \_\_\_\_\_

Sprinkler Service (name/phone) \_\_\_\_\_

Maintenance/Grounds (name/phone) \_\_\_\_\_

Invisible Fence (name/phone) \_\_\_\_\_

Septic System (name/phone) \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

**9. Continuing Obligations:** It is understood and agreed between Client and PPS, LLC that this agreement contemplates client will be in need of PPS, LLC services from time to time in the future, and is further understood and agreed that the obligations and covenants contained herein shall apply to each provision of products and/or services in the future, without the need of entering into another agreement, unless altered in writing and signed by the parties herein or added as an addendum hereto.

- 10.** In the event that PPS, LLC is required to employ a locksmith to gain entry into client's premises due to a malfunction of the lock or a failure of the client to leave a key, it shall be the responsibility of the client to reimburse for all cost incurred. The client expressly gives PPS the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.
- 11.** PPS, LLC is not responsible for any service fees charged by alarm companies, police departments, or any other entity due to false alarm, malfunction, or accidental triggering of the alarm.
- 12.** Should PPS, LLC personnel be bitten or otherwise exposed to any disease or ailment received from client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim.
- 13.** If part of the service to be provided by PPS, LLC includes exercising, walking or taking pet(s) off client's premises, then client agrees to indemnify and hold harmless PPS, LLC for any injury or damage which may be caused to others by the actions of client's pet(s).
- 14.** In the event of an emergency involving the health of any pet being cared for by PPS, LLC, Client will be immediately be notified through contact information provided in this agreement. If client cannot be reached client hereby authorizes PPS, LLC to obtain such veterinary treatment as stated in the Veterinary Authorization Form. If no Veterinary Authorization Form available client authorized PPS, LLC to use best judgment in authorizing care for pet(s).
- Yes       No (Initial) \_\_\_\_\_ (no treatment will be provided if client cannot be reached)
- 15.** As further consideration for the services rendered, client agrees to waive and release PPS, LLC and its representatives from any claim for injury to and/or death of client's pet(s) as and from any claim for injury, loss or damage to client's property or premises.
- 16.** In the event of an extremely bad weather day or natural disaster, PPS, LLC will make pet sitting rounds as soon as it is safe to travel. PPS, LLC is entrusted to use their best judgment in caring for pet(s). Client will not hold PPS, LLC liable for consequences related to such decisions.
- 17.** Client authorizes PPS, LLC to use their best judgment in maintaining a comfortable temperature for the safety and comfort of pet(s).
- 18.** Client has suitable insurances to cover any injury to PPS, LLC due to pet(s) or condition of premises.
- 19.** PPS, LLC under no circumstances shall be held liable for injury, disappearance, death or fines incurred regarding pet(s) that have available access to the outside. Emergency veterinarian care for that/those pet(s) as PPS, LLC or its representative may deem necessary. Client further authorizes PPS, LLC or its representatives to incur veterinarian cost in the name of client. Client expressly states they will be responsible for any veterinary cost incurred. Client agrees to indemnify and hold harmless PPS, LLC from any liability arising from such veterinary charges.
- 20.** PPS, LLC reserves the right to terminate this contract at any time before or during its term. PPS, LLC in its sole discretion, determines that client's pet(s) pose a danger to the health or safety of PPS, LLC personnel. If concerns prohibit PPS, LLC from caring for pet, client authorizes pet(s) to be place in a kennel, with all charges there to be charged to client.
- 21.** In performing the agreed upon services, PPS, LLC shall use its own judgment and reasonable efforts to care for clients' pets and deliver other agreed upon services (mail collection, newspaper retrieval).

**22. Photo Release:** I, the undersigned, do hereby consent and agree that [Photographer's Name], or agents have the right to take photographs, videotape, or digital recordings of my pets and to use these in any and all media. Now or hereafter known, and exclusively for the purpose of marketing and business development to include but not limited to website and/or social media. Peaceful Pet Sitters, LLC will not post client pictures or any information to social media in real time for security reasons. I further consent that my name and identity may or may not be revealed therein or by descriptive text or commentary.

I do hereby release [Photographer's Name], and its agents all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used.

I understand that there will be no financial or other remuneration for recording my pets, either for initial or subsequent transmission or playback.       Yes       No

**23. Emergency Contacts:**

Name (local) \_\_\_\_\_ Relationship \_\_\_\_\_

Physical Address \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Remarks \_\_\_\_\_ Has Key to premises?       Yes       No

Name (local) \_\_\_\_\_ Relationship \_\_\_\_\_

Physical Address \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Remarks \_\_\_\_\_ Has Key to premises?       Yes       No

Other Information:

**Agreed:**

Date \_\_\_\_\_ Client Signature \_\_\_\_\_

Date \_\_\_\_\_ Owner/Agent, Peaceful Pet Sitters, LLC Signature \_\_\_\_\_