

Client Services Agreement

This contract is an agreement between Just Like Home Pet Care and More (also known as Just Like Home) and _____ (Client – print name) for pet care services on an as-needed basis.

This agreement applies to Weekly Services (services performed while you are at work) and/or Vacation Services (services performed while you are out of town for more than an average 10 hour day).

Address: _____

Best number to call : _____

PET CARE AND PAYMENT

1. Pet care services will be provided at the following rate: \$_____ Rates for subsequent services are subject to change. There will be a \$35 returned check fee.
2. Specific visiting time is not guaranteed. We ask for your preferred visiting time but cannot guarantee a specific arrival time. We must allow at least a two-hour interval for arrival time. Client will provide all necessary items such as food, dishes, treats, leashes, tags, etc. We will fill the water bowl upon departure.
3. Client authorizes Just Like Home to perform pet care services as outlined in Client Profile, Pet Profile, and Veterinary Release, which shall become part of this contract. Prior to any future pet care services Client agrees to notify Just Like Home of any changes to the information on these forms.
4. Emergency care: In the event that pet(s) being cared for require immediate medical attention, Just Like Home will attempt to contact the Client prior to obtaining emergency care. However, Client agrees that pet sitter has the authority to act in pet's best interest even if this means seeking medical attention prior to notifying Client. Client agrees to reimburse Just Like Home for any additional fees and/or expenses incurred while tending to emergency or veterinary care. Just Like Home recommends that you keep a credit card on file with your veterinarian for any possible emergency treatment.
5. Inclement weather/Natural disaster: In the event of inclement weather or natural disaster, Just Like Home is entrusted to use best judgment in caring for pet(s) and home. Client recognizes that in the event of inclement weather or natural disaster, Just Like Home reserves the right to alter services outlined in this contract. If the weather is bad enough to where no one should be out on the road, we will ask you to call upon someone who lives close by to care for your pets during that time. Please make sure that they have a working copy of your key and are aware of your alarm codes.
6. Just Like Home will not walk dogs during thunderstorms/heavy rainstorms, extreme heat or extreme cold. We will make sure to take them out long enough to "relieve" themselves and spend the rest of the time inside petting and playing with them.
7. Personal emergency: In the event of personal emergency or illness of pet sitter, Client authorizes Just Like Home to arrange for another qualified person to fulfill agreed upon responsibilities as set forth on this contract. Client will be notified in such case.
8. Key policy: Client may agree to allow Just Like Home to keep their keys on file in a secure location for future services. If Client prefers to have key returned, Just Like Home will return the key within five days of the request. We prefer to retain your key for Weekly Services. If asked to leave the key under the doormat, etc, we will not be held liable for theft. We will also not leave the keys, garage door opener, etc. inside the house in case the estimated time of the Client's return gets extended.
9. Locksmith: Client gives Just Like Home the authority to use the services of a locksmith in the event of malfunction of the lock, keys, or automatic door opener. Client also agrees to reimburse Just Like Home within 7 days of return for all costs incurred, and to hold Just Like Home harmless for consequences related to the activities of the locksmith. Just Like Home will attempt to contact the Client prior to obtaining a Locksmith.

(____/____ initial)

10. Payments & Refund Policy: Client agrees to make payment in full prior to the first visit (including vacation visits). If Client expects to arrive home earlier or later than planned, Just Like Home must be notified as soon as possible – Clients returning home early will be required to pay for the reserved amount of time scheduled, those arriving later than planned will be billed for balance upon arrival. For Weekly/Daily services, a phone call is not necessary unless the Client is staying home unexpectedly - Weekly/Daily fee will not be refunded. When booking Just Like Home for busy holidays such as Memorial Day, Fourth of July, Thanksgiving, Christmas and New Year's, a non-refundable \$100 deposit is required.
11. Extra Services: Any charges for unplanned services will be due within 7 days of completion of service engagement. Invoice for additional charges (including receipts) will be left at Client's home upon completion of service engagement.
12. Confirmation: Client agrees to call the Just Like Home office prior to leaving to confirm departure day/time, and again upon returning home to let us know that pets are safe. For Weekly/Daily services, a phone call is not necessary unless the Client is staying home unexpectedly.

LIABILITY

1. Just Like Home Pet Care and More, its employees and/or independent contractors, agrees to provide the services in a caring, responsible manner. The client waives and relinquishes any and all claims against Just Like Home Pet Care and More, its employees and/or independent contractors, except those arising from negligence of the pet sitter. Client agrees to notify Just Like Home of any concerns related to agreed upon services within 24 hours of return home. Client agrees to secure home prior to leaving the premises. Just Like Home will re-secure the home to the best of its ability at the end of each visit and is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract. Just Like Home accepts no responsibility for security of the premises of loss if other individuals have access to a client's home or if the home is not properly secured.
2. Emergency contact: Client agrees to provide Just Like Home with contact information where he/she can be reached while away. Client will also provide a name and phone number of someone who is authorized to handle any major problems that may arise. If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision Just Like Home makes in regards to pet care or Client's property.
3. Visitors: If anyone will be entering Client's home while it is under our care, Client agrees to notify Just Like Home in advance. Just Like Home will not enter an occupied home if we have not previously made us aware of visitors. Similarly, unless we receive instructions from Client, we will not grant access to the home to any visitors. Just Like Home will not be held responsible for any damages incurred to Client's home or pet(s) by visitors. It is understood that anyone with access to the home will be notified of Just Like Home presence and vice versa. The police will be called, without exception, on all intruders or suspicious acts.
4. Outdoor access: Just Like Home will not be held liable for the well being, injury, disappearance, death, fines or actions of any pet with unsupervised access to the outdoors. Included but not limited to jumping, digging holes or escaping from fenced in yards. Client is responsible for pet-proofing the yard and house and security fences/gates/latches.
5. Aggressive pets: If a pet has a history of biting or other aggressive behavior, Just Like Home reserves the right to refuse or cancel service. The owner will be liable for the pet sitter's medical expenses and/or damages that are the result of an animal bite or injury due to pet's aggressive behavior.
6. Vaccinations: Client agrees to provide Just Like Home with proof of current vaccinations for all pets. Should pet sitter be bitten or otherwise exposed to any disease or ailment received from Client animal(s), Client agrees to pay all costs and damages incurred.
7. Future Services: Client authorizes this signed contract to be valid for future services without additional signed contracts or written authorization.

The Client states that he/she has read this entire agreement, and understands and agrees to its terms and conditions.

Client's Printed Name _____

Signature: _____ Date: _____

Leah J Mangham, Owner; Just Like Home Pet Care and More _____