



All phrases such as “us”, “our” or “we” shall refer to Saint Louis Dog Walkers. All phrases such as “their” and “client” shall refer to the pet owner.

1. Scheduling & Visit Times: Scheduling is on a first-come, first-serve basis and we will do our best to accommodate the client’s needs. Saint Louis Dog Walkers will visit the client’s home as closely to the requested time as possible. However, if an unforeseen situation arises, the time may be adjusted.

2. Confirmation Call (prior to out-of-town departure): Saint Louis Dog Walkers will make a confirmation call or send an e-mail to the client no less than two days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone mail messages or e-mails are not 100% reliable, the client will need to make sure to either personally speak with or to receive acknowledgment through e-mail by a Saint Louis Dog Walkers representative. To ensure all pets’ needs are carried out as intended, the client is not to depart town without a service confirmation.

3. Early Returns: We understand that plans change and are flexible if notified. If the client returns home early, they are to notify us immediately. If, however, we are not notified of an early return and we make a trip and find the client home, the regular per visit charge applies.

4. Cancellations: We generally do not charge for cancellations with adequate notice. However, if the client cancels 24 hours or less, prior to the date of the service there will be a \$25.00 cancellation fee.

5. Holiday Cancellations: The client is to understand that pet sitting services receive more requests for reservations than they can handle during holidays. Saint Louis Dog Walkers may have turned away other customers, because we have reserved time for the client during a busy season. If the client cancels three days or less before any holiday, the client will be charged for half of the visits.

6. Holiday Surcharge: Service requested on the following holidays will require a \$15 surcharge: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve.

7. Emergency Contact: Saint Louis Dog Walkers requests the name and phone number of a person who lives nearby, with access to the client’s home (for example, a neighbor). If we are physically unable to drive to the client’s home, we will call the individual selected by the client to request their assistance with the care of the client’s pet(s). (The client is to remember that garage door openers are not operational in the event of power outages.)

The inclement weather plan is as follows:

- A.** Every effort will be made to drive to the client’s home, however the service schedule may be changed, interrupted, or altered due to inclement weather.
- B.** If it is not possible to drive safely to the client’s home, the client’s emergency contact will be notified.
- C.** The client will be notified that the above-mentioned contingency plan has been activated.

8. Medications/Vaccinations: We will attempt to administer medications as directed, however we cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If the client has such a pet, this must be thoroughly discussed. Under no circumstances will we service any pet that has any form of contagious illness. This is for the safety of our other clients. We require that all pets have the necessary vaccinations and immunizations before service begins. If a Saint Louis Dog Walkers pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

9. Access to Your Home by Others: If the client allows any other person access to their home during Saint Louis Dog Walkers' servicing period, we cannot be held liable for any damages to property or pets as a result of the negligence of others, the client, family members or Saint Louis Dog Walkers staff. The client is to notify us if anyone else will be in their home at any time when a potential visit could occur. The client must also inform the individual(s) with access to the home of Saint Louis Dog Walkers' servicing period.

10. Fences: Saint Louis Dog Walkers does not accept responsibility or liability for any client's pets that escape, are injured, fatal or otherwise or become lost when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types. **Note: Our pet care providers will never leave indoor pets unattended while they are outdoors (for potty breaks, exercise, etc.).**

11. Pet and House Clean-up: Saint Louis Dog Walkers will properly dispose of pet waste and do our best to clean up any accidents the client's pet may have. We are not responsible for carpet/flooring stains created by your pet(s). We request that the client provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where they would like the waste disposed of inside/outside the home.

12. Leashes and Pet Identification Tags: All dogs are required to be on leash and wear their identification and rabies vaccination tags on their collars during outdoor walks.

13. Unforeseen Purchases: Any additional necessary costs such as food, litter, cleaning supplies or other items that contribute to the health and well being of the client's pet will be purchased by Saint Louis Dog Walkers. We will retain a receipt and the client will be responsible for reimbursement of these items. A \$25.00 trip fee will be applied.

14. Animal Behavior: Animal behavior can be unpredictable. We will not permit the client's dog(s) to interact with strange dogs. If a dog that is off-leash approaches, we will do our best to keep interaction to a minimum and move away. Saint Louis Dog Walkers does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's dog(s). Further, if a Saint Louis Dog Walkers pet care provider is harmed or injured by the client's dog(s), the client accepts full responsibility for the cost of any medical attention necessary for either the Saint Louis Dog Walkers pet care provider and/or the dog(s) involved.

15. Personal Information and Contact Updates: The client is to provide us with any changes regarding their pet's care and other pertinent information (address, email, phone number changes, etc.). All changes can be submitted to Saint Louis Dog Walkers via phone or email.

16. Payment: For a service period of seven days or more, half advance payment is required five business days in advance.

- **Payment Choice #1:** We extend to our clients the courtesy of billing for our services. In return, we require prompt payment upon receipt of the invoice. A late charge of 10% of the total invoice compounded daily will be assessed, if payment is not received within 7 days of completion of service.
- **Payment Choice #2:** Payment is due on or before the 1st day of service. The client has the option to post-date their checks to the last date of service. The client will be quoted the rate of the total payment at the time of the confirmation communication.
- **Return Check Charges:** There is a \$35.00 fee for any returned checks.

17. Keys: The client has the option to allow Saint Louis Dog Walkers to retain their house key. This practice is beneficial in the event of an unexpected trip. Keys are kept in a secured lock system and are coded for the client's confidentiality. If the client chooses not to have Saint Louis Dog Walkers retain a key, picking up and returning keys requires two extra trips and there will be a \$12.00 charge per trip for time and mileage. A second option for key return is via U.S. mail. To cover costs, the charge for this option is \$5.00. The client is to verify that all keys provided to Saint Louis Dog Walkers are functional.

18. Incorporation: Saint Louis Dog Walkers and the client hereby incorporate all forms and documents executed at the time of entering this Agreement or after the execution of this Agreement, including but not limited to:

- A. Client Profile
- B. Pet Profile
- C. Vet Authorization

I, _____, have read, understand and agree to the pet care service agreement of Saint Louis Dog Walkers. All policies and guidelines are subject to change at Saint Louis Dog Walkers' discretion.

Client Signature

Date

Saint Louis Dog Walkers Representative

Date