



I Luv Pawz agrees to provide the services in a caring, responsible manner. The Client waives and relinquishes any and all claims against I Luv Pawz except those arising from negligence of the pet sitter. Client agrees to notify I Luv Pawz of any concerns related to agreed upon services within 24 hours of returning home.

### **Payment**

Clients of I Luv Pawz are billed based on plans that are prearranged during the initial booking process. Payments for walking or sitting services are to be paid in full at the time of booking or on the first day that service begins. If payment is not received at the time of booking or on the first day that service begins, a \$25.00 late fee may be added to your invoice after 7 days. For every subsequent 7 days the invoice remains unpaid an additional a \$25.00 fee will be applied. No further service request will be accepted until account is made current. A history of late payments will result in forfeit of future service arrangements with I Luv Pawz and key(s) in I Luv Pawz's possession will be returned.

I Luv Pawz accepts cash, checks or previously arranged bank transfers as forms of payment however I Luv Pawz does not accept debit, credit or gift cards. There will be a \$35.00 charge for all returned checks. If Client requests to extend service, the Client guarantees payment at the same rate for all services provided upon return.

### **Same Day or Last Minute Service Requests**

Any service requests made with less than a 12 hour notice will be subject to an additional fee of \$5.00 per visit if Client can be accommodated. Same day or last minute requests for service can only be honored when I Luv Pawz can determine that such requests will not negatively impact other Clients.

### **Holiday Service Requests and Surcharge Policy**

Clients are encouraged to book early on major holidays to ensure that I Luv Pawz can effectively accommodate their needs. An additional holiday charge of \$10 per visit for visits made on the following holidays: New Years Eve, New Years Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. A \$10 surcharge will also be added to visits that are scheduled with less than a 24 hour notice. Visits for the above major holidays must be prepaid. If paying by check, the check must be received at least 7 days prior to the first visit to secure services. I Luv Pawz's primary service areas include Richardson, NE Dallas, Lake Highlands and Far North Dallas. Other service areas may be considered on a case by base basis. Any Client outside of our primary service area will incur a minimum surcharge of \$5 per scheduled visit as an "Out of Area" charge.



### **Cancellations & Early Returns**

- **Pet Sitting and/or Potty Breaks** - 24-hour or more notice is required to cancel Pet Sitting and/or Potty Break services or client will be billed for scheduled visits. If less notification is given, a 25% fee will be charged.
- **Holidays:** 48-hour or more notice is required to cancel Holiday services or Client will be billed for scheduled visits. If less notification is given, a 25% fee will be charged. Reservations during previously referenced major holidays require a 7 day notice for changes or cancellations otherwise Client will be charged for the services reserved. No credits will be given for early returns during these holidays and cancellations inside 7 days are non-refundable.

### **Shared Pet Care & Property Access**

Due to insurance limitations and liability concerns I Luv Pawz does not share responsibility for any pet at any time for any services with another person. Client understands that I Luv Pawz must be informed of anyone that may be present and in Client's home at the time of our arrival for our scheduled appointment. Third party pet care and property access is permitted only if Client releases I Luv Pawz from liability for pet(s) and property during the time(s) the third party is granted access to the home, whether sharing responsibility for Clients' pet(s) and/or property or not. This includes family, friends, neighbors, etc. Third party pet caregivers must enter notes stating times they fed, medicated and walked pet(s). Pet care will be performed by only I Luv Pawz during all assignments unless prearranged with Client. I Luv Pawz cannot grant entry to third party vendors (housekeepers, service repairmen, etc.), nor can I Luv Pawz manage pets while these people are in Client's home.

### **Emergency Pet(s) Care / Emergency Home Care**

- **Emergency Pet(s) Care** - In the event of pet illness or other medical emergency and specified vet is unavailable, pet will be taken to closest vet to Client. In the event that pet(s) being cared for require immediate medical attention, I Luv Pawz 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 I Luv Pawz for any additional fees and/or expenses incurred while tending to emergency or veterinary care.
- **Emergency Home Care** - In the event that I Luv Pawz determines that some kind of home emergency may be present, (i.e. broken window, water leak, etc) the first action will be to take action to stop the emergency from continuing. For example, in the case of a water leak every effort will be made to turn the water off. I Luv Pawz will, in every case, first attempt to contact the Client. If Client is unavailable then the Client's secondary contact on file will be contacted. Should neither the Client or secondary contact be available I Luv Pawz will take all reasonable actions to secure the Client's



home. Client agrees to reimburse I Luv Pawz for expenses incurred related to this process.

### **Pet Vaccinations**

All pets should be current with their vaccinations. Client agrees to provide I Luv Pawz with proof of current vaccinations for all pets. Should you require care for a puppy that has not received all of his/ her puppy vaccinations, Client agrees not to hold I Luv Pawz liable should your puppy contract a potentially life-threatening or otherwise harmful disease. We will take every precaution to ensure the safety and well-being of your puppy; however, the best preventative is ensuring your puppy has all shots before they are taken to public places.

### **Outdoor Access**

I Luv Pawz will not be held liable for the well being or actions of any pet with unsupervised access to the outdoors (i.e., pet doors).

### **Aggressive Pets & Dog Bites**

If a pet has a history of biting or other aggressive or seemingly aggressive behavior, I Luv Pawz reserves the right to refuse service at any time. 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. 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.

### **Extra Fees / Charges**

I Luv Pawz reserves the right to invoice/bill, at \$15.00 per half hour or any portion thereof, for additional time spent over a 30-minute visit that is necessary for the care of Client's pet(s) and home. This includes service and time for the following, but not limited to: all veterinary trips; pet illness; excessive clean-up resulting from pet incontinence, accidents or frequent vomiting; complications administering medications; obtaining pet food, medication or supplies; wait time for emergency home repair or veterinary care; search for pet(s) that escaped confinement or leash. Client will be held responsible for all expenses incurred and reimburse I Luv Pawz upon Client's return.

### **Key Policy**

Keys must be provided at time of registration / consultation. If you live in a gated community, you must provide a gate card, remote or appropriate access codes. NO KEYS will be mailed by regular mail, hidden outside or locked in homes on last visits. Client will ensure that a second set of keys shall be given to Client's secondary contact as a backup in the event that original set become unusable. I Luv Pawz will attempt to reach secondary contact if this occurs. Should keys become unusable, lock malfunction, Client fails to leave a key or for any other reasons beyond pet sitter's control, I Luv Pawz has the authorization to employ the services of a locksmith, (after attempting to reach secondary contact), to gain entry into a Client's home on Client's behalf. Client



I Luv Pawz

[iluvpawz.com](http://iluvpawz.com)

**SERVICE AGREEMENT**

214-675-9481

will be responsible for all expenses incurred and reimburse I Luv Pawz upon return. I Luv Pawz will return all keys at the end of services unless otherwise indicated by Client.

To avoid potential misunderstanding or possible interventions by law enforcement personnel it is strongly encouraged for Client(s) to advise neighbors prior to leaving that they have enlisted I Luv Pawz's services. By doing so in advance there should be no misunderstandings as to why someone other than the Client is entering the dwelling.

**Visit Time**

I Luv Pawz continues to try and remain as consistent as possible. Client understands that last minute schedule changes can affect time of visits, thereby, I Luv Pawz requires a 2 hour window for all scheduled appointments.

Visit times are approximate and subject to change based on the needs of all pets under pet sitter's care. Client shall understand that pet sitter can reduce visitation times due to weather conditions or in the event of unforeseen circumstances or emergency. Your pet's health and safety are our primary concern. Pet sitter is entrusted to use best judgment in caring for pet(s) and home, in the event of an emergency situation, inclement weather, or natural disaster.

**Owner Information**

**Pet Parent's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Cell:** \_\_\_\_\_ **Other:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Emergency Contact:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_