



Dog Services Contract

Terms & Conditions

Services Provided

- 1) Peoples N Puppies agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases Peoples N Puppies from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of Peoples N Puppies.

Terms of Contract

- 2) Client authorizes this contract to be valid approval for services so as to permit Peoples N Puppies to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
- 3) The Terms of this Contract apply to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.
- 4) Client agrees to notify Peoples N Puppies of any concerns within 24 hours of completion of services.
- 5) Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations.
- 6) Peoples N Puppies will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
- 7) Peoples N Puppies reserves the right to terminate this Contract at any time if the Canine Care Professional, in their sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Canine Care Professional. If concerns prohibit the Canine Care Professional from caring for the pet, Peoples N Puppies will attempt to contact the Client & then the emergency contact person to arrange alternative care. If the Client cannot be contacted, the Client authorizes Peoples N Puppies to have the Veterinarian on file board pet(s) with all charges and fees arising to be the responsibility of the Client.
- 8) Peoples N Puppies reserves the right to refuse service to any client, at any time, for any reason.
- 9) This Contract gives Peoples N Puppies and its representatives authorization to enter the Client's listed address as needed to perform agreed upon services.
- 10) Peoples N Puppies is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this Contract.
- 11) Client agrees to properly secure the home prior to leaving the premises. Peoples N Puppies will re-secure the home to the best of its ability at the end of each visit.
- 12) In the case of an emergency, inclement weather or a natural disaster, the Client authorizes Peoples N Puppies to use reasonable judgment for the care and well being of Client's pet(s) and residence. Peoples N Puppies will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Canine Care Professional.
- 13) Peoples N Puppies is not responsible for any damages beyond the control of the Canine Care Professional.
- 14) Client authorizes the use of pet(s) pictures on website, social media &/or marketing materials for promotional purposes.



Currency and Compensation

- 15) All monetary amounts will be collected in USD (US Dollars). We require a valid credit or debit card to remain on file and all credit or debit or ACH payments will be entered and processed directly through our pet sitting software system. Client will be responsible for any and all bank fees attributed to “bounced” or returned ACH transactions.
- 16) Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of the commencement of services unless explicitly agreed upon in advance. Payments typically will be processed 5-14 days prior to the first day of service depending on the scheduled service.

CANCELLATION POLICY

- 17) Peoples N Puppies reserves the right to charge a cancellation fee for services cancelled without proper notice prior to the scheduled service. Client will automatically receive a service credit on their account based on the timeframes and percentages outlined below. If Client would like a refund based on the timeframes and percentages outlined below Client can request this at the time of cancellation. Client must request a refund prior to and up to 5 days after the anticipated commencement of cancelled services. After this 5 day window the remaining balance will be held as a service credit and must be used within a six month period before being forfeited.
 - a. All **walks** require 24 hours notice to receive a full 100% credit or refund.
 - A 100% cancellation fee will be assessed if notice is given 24 hours or less prior to the scheduled walk/visit.
 - b. All **company visits** require 48 hours notice to receive a full 100% credit or refund.
 - A 100% cancellation fee will be assessed if notice is given 48 hours or less prior to the scheduled walk/visit.
 - c. All **overnight boarding** requires 10 days notice to receive a full 100% credit or refund.
 - A 50% cancellation fee will be assessed if notice is given 5 days prior to the scheduled boarding visit.
 - c. Due to higher demand for **all services during or overlapping major holidays** we require a full 14 days notice to receive a full 100% credit or refund for any service booked during these times.
 - A 50% cancellation fee will be assessed if notice is given 10 days prior to any scheduled service that occurs during or overlapping major holidays.
 - A 100% cancellation fee will be assessed if notice is given 5 days prior to any scheduled service that occurs during or overlapping major holidays.
 - **Major holidays** include the weekends leading up to a major holiday as well as one day prior to and one day after the observed national holiday or the nationally recognized eve of a major holidays. These holidays include: New Year’s Eve and Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous People’s/ Columbus Day, Veteran’s Day, Thanksgiving, Christmas Eve and Day.



Reimbursement of Expenses

- 18) Client expressly gives Peoples N Puppies the authority to employ a locksmith on their behalf and to promptly reimburse Peoples N Puppies for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
- 19) Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase of necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Peoples N Puppies with 14 days.
- 20) Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Canine Care Professional(s), other persons or other animal(s) caused by the Client's pet(s) or negligent act.

Capacity/ Independent Contractor

- 21) In providing the Services under this Contract it is expressly agreed that Peoples N Puppies are acting as an independent contractor and not as an employee. The Client and Peoples N Puppies acknowledge that this Contract does not create a partnership or joint venture between them and is exclusively a Contract for service.

Notice

- 22) All notices, requests, questions or other communications required or permitted by the terms of this Contract will be sent via the Time to Pet Web browser or App Portal or via email at peoplesnpuppies@gmail.com



Indemnification

- 23) Client agrees to indemnify, hold harmless and defend Peoples N Puppies in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
- 24) Peoples N Puppies shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). Peoples N Puppies is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of Peoples N Puppies.

Dispute Resolution

- 25) In the event a dispute arises out of or in connection with this Contract, Peoples N Puppies and Client will attempt to resolve the dispute through friendly consultation.
- 26) If the dispute is not resolved within a reasonable period, then any or all outstanding issues may be submitted to mediation in accordance with any statutory rules of mediation. If mediation is unavailable or is not successful in resolving the entire dispute, any outstanding issues will be submitted to final and binding arbitration in accordance with the laws of the State of Pennsylvania. The arbitrator's award will be final and judgment may be entered upon it by any court having jurisdiction within the State of Pennsylvania.

I have read the above terms and conditions. I know, understand and agree to all terms stated above.
By Signing below, I am accepting this document as a contractual agreement.

Printed Name _____

Client Signature _____

Date _____

Both Client and Peoples 'N' Puppies have retained copies of this Contract



Veterinary Release Form

Peoples N Puppies requires all clients to complete a Veterinary Release Form.

In the event of an emergency, Peoples N Puppies will make every attempt to contact the owner, the secondary owner and the emergency contact. In the event that no contact can be reached, Peoples N Puppies will seek appropriate medical care for your pet(s). Peoples N Puppies will make every attempt to take your pet(s) to the Veterinarian listed below, however, if your Veterinarian is not available, Peoples N Puppies will bring your pet(s) to an appropriate clinic. All Peoples N Puppies employees are trained in first aid and CPR, carry pet first aid kits on walks which includes a list of local veterinarians in case of emergency.

Veterinarian Information:

Veterinarian First and Last Name	
Veterinarian Office Name	
Veterinarian Office Address	
Veterinarian Office Phone Number	
Veterinarian Other Phone Number	

I, _____, agree to the following:

- 1) In the case of an emergency, I understand that Peoples N Puppies will make every attempt to contact the primary owner, secondary owner and emergency contact.
- 2) If no contact can be reached, I authorize Peoples N Puppies to seek appropriate medical treatment for my pet(s).
- 3) I understand that every effort will be made to take my pet(s) to the above Veterinarian, however, I authorize Peoples 'N' Puppies to seek treatment for my pet(s) any appropriate clinic, if necessary.
- 4) I give permission to Peoples N Puppies to approve treatment up to:
 - \$250
 - \$500
 - \$1000
 - \$2,500
 - \$5,000
 - No limit
 - other \$
- 5) I authorize Peoples N Puppies and the Veterinarian caring for my pet(s) to share all medical records of my pet(s) with emergency vet clinics in an effort to provide the best care possible.
- 6) I agree to assume full responsibility for payment and reimbursement for any and all veterinary services rendered.
- 7) I understand that Peoples N Puppies assumes no responsibility for the loss or injury of any pet(s) and is released from all liability related to transportation, treatment and expenses.
- 8) This agreement is valid from the date below and grants permission for all future veterinary care without additional authorization each time Pet Sitting Company cares for my pet(s).

Printed Name _____ Client Signature _____

Date _____

Phone Number: (646) 450-3288

Email: info@peoplesnpuppies.com Website: www.peoplesnpuppies.com



Key Handling/ Lock Box Form

Peoples N Puppies requires all clients to complete a Key Handling/ Lockbox Form.

We ask that you provide us with a copy of your key at your initial meet and greet. If you live in an apartment complex, you may also be required to provide us with a key pass or an entry code. All keys and key passes are securely stored at in our central office when not in use and will only leave the office when they are needed for the pet sitting visits of the day. If for some reason we encounter any problem with entering your home, including but not limited to a technical issue with a code, a key that is not working, or someone being present in your home without us being previously informed, we will make every effort to contact you directly and immediately to resolve the issue.

Our visit clock begins when we arrive at your door and should we encounter an issue and not receive a response from you within a 10 minute period, we may need to move on to our next scheduled client for the day. We will do our best to circle back to your pup, but it may be possible that it will be outside of the initially schedule time block.

Key Handling Information:

Number of Keys Provided	
Doors that Keys Open	

- 1) Peoples N Puppies will not make copies of my key(s).
- 2) Peoples N Puppies has permission to provide by key to any representative of Pet Sitting Company providing services to my account.
- 3) At the end of scheduled services, my key will be automatically retained by Peoples N Puppies.

Printed Name _____ Client Signature _____

Date _____

If you are not comfortable with us having a copy of your key, or if you live in apartments/ condos where you are not allowed to make copies of your keys we can instead make use of a lockbox. Clients are responsible for the purchase of a lockbox and must provide us with an access code to be used for any and all visits. This code will be kept confidential. Keys will only be removed for the duration of the visit and will be placed back into the lockbox at the completion of each visit.

Lockbox Information:

Lockbox Access Code	
Number of Keys in Lockbox	
Doors that Keys Open	
Does anyone else utilize this same access code? Y/N	

Printed Name _____ Client Signature _____

Phone Number: (646) 450-3288

Email: info@peoplesnpuppies.com Website: www.peoplesnpuppies.com



Date _____

If you have a garage code, or a code on you door that provides direct entry into you home, we ask that you provide us with an access code for any and all visits.

Garage/ Door Code Information:

Garage/ Door Access Code	
Does anyone else utilize this same access code? Y/N	

Printed Name _____ Client Signature _____

Date _____

Security System Instructions:

Do you have a Home Security System? Y/N If yes, where is it located?	
What is the alarm code?	
Any special instructions or information about entering your home that we should be aware of?	

Printed Name _____ Client Signature _____

Date _____