



**DogZen and The Client agree as follows:**

1. The initial term of this contract shall be from \_\_\_\_\_ through \_\_\_\_\_, a total of \_\_\_\_\_ visits, to (address) \_\_\_\_\_

2. The fee per visit is \$ \_\_\_\_\_ plus GST. THE TOTAL FEE THEREFORE IS \$ \_\_\_\_\_. Any additional visits made or services performed shall be paid for at the usual contract rate. Payment is by cheque, e-transfer or cash. There is a 50% cancellation fee for pet sitting cancellations made within 7 days of contract start date. Fees are non refundable for cancellations made within 48 hours of contract start date or during the service period.

3. Pet sitter is authorized to perform pet and home care services as follows:-

Pet Sitter will stay overnight in the Client's home for the agreed term, or will make daily visits. Pet Sitter will provide pet(s) with food, water medication and exercise as per instructions by Client. Pet Sitter will undertake additional tasks at no additional cost, as outlined on Pet Care Profile. DogZen agrees to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes all claims against the pet sitter except those arising from negligence or wilful misconduct on the part of the pet sitter. Client agrees to notify DogZen of any concerns within 24 hours of their return.

4. The pet sitter is authorized by signature at the end of this document to seek emergency veterinary care for the Client's pets with release from all liabilities related to transportation, treatment, and expense. Should the specified veterinarian be unavailable, pet sitter is authorized to approve medical and / or emergency treatment (excluding euthanasia) as recommended by a veterinarian. The Client agrees to reimburse pet sitter for expenses incurred plus any additional fees for attending to this or any expenses incurred for any other pet food, supplies, or home care needed. DogZen will make every effort to contact the Client regarding the pet's condition, diagnoses and suggested treatment. If the veterinary clinic suggests that euthanasia is the best option, and the Client is not contactable, DogZen will refer to their Emergency Contact to make this decision. DogZen will adhere to this decision and be held harmless by the Client.

5. Fees for first-time Clients are due in full prior to departure. Established Clients are to pay fees before departure or with prior approval 24 hours after arrival home. If applicable, additional assessed fees (i.e. veterinary care, pet transportation, or the need to purchase pet food) should be mailed after discussing these items upon the Client's return. In the event of a Client's delayed return, additional overnight stays or visits on this contract should be mailed at the agreed contract rate.

6. In the event of inclement weather or natural disaster precluding safe travel, pet sitter is entrusted to use its best judgement in caring for pet(s) and home. Pet sitter will be held harmless from consequences related to such decisions.

**Inclement Weather (Ice, Sleet, Snow)**

Active Clients (Service in Progress): The pet sitting service schedule may be changed, interrupted, or altered due to circumstances. If it is not possible to safely drive to your home, your emergency contact will be notified. Every effort will be made to notify you that the contingency plan has been activated.

Pending Clients (Service Has Not Yet Begun): Please check with a staff member of DogZen prior to departure to discuss options. If necessary, your emergency contact will initiate service, and DogZen will continue to complete service as driving conditions improve.

**Natural & Man Made Disasters**

Active Clients (service in progress): Every effort will be made to notify you that a disaster has occurred. Your pets and home will be checked as soon as possible. If road conditions are hazardous, your emergency contact will be notified. You will be notified of any damage to your property. The service schedule may be changed, interrupted, or altered due to circumstances. If necessary, please return home as soon as possible. Contact a staff member of DogZen upon your arrival home.

Pending Clients (Service Has Not Yet Begun): Please check with DogZen prior to departure to discuss options. Pets and homes for Clients who are presently not in service will not be checked.

7. In the event of personal emergency (accident, illness or death of the pet sitter):

Active Clients (service in progress): A DogZen staff member will make every effort to provide scheduled service as agreed. The service schedule may be changed, interrupted, or altered due to circumstances. If necessary, your emergency contact will be notified to assist in providing service. Depending on circumstances DogZen will resume service as soon as possible. Every effort will be made to notify you that the contingency plan has been activated.

Pending Clients (Service has Not Yet Begun): A DogZen staff member will make every effort to contact you to discuss options. If all DogZen staff members are unable to provide you with scheduled service, please make other plans and confirm any changes with DogZen. Depending on the circumstances, DogZen will provide services as soon as possible.

8. Keys will not be left inside your home in case you cannot return from your trip due to problems with transportation, and the pet sitter is able to return to the home. The only exception to this is when there is a concierge who can access your home if necessary. Our key drop-off options are listed in the Pet Care Profile.

9. The Client's authorization for any other person; including housekeepers, contractors, family members, relatives, or friends and neighbours of any age; to enter the Client's home during this or any future period constitutes a shared-visit arrangement. Because DogZen does not have sole access to the Client's home and does not exercise sole care for the Client's pets, DogZen cannot be held responsible for incidents involving the home or pets during such periods. Accordingly, the Client hereby agrees to hold DogZen harmless for any incidents involving the home or the pets during all periods of service that include shared-visit arrangements.

10. If the Client requests that DogZen leave the pet unattended for periods of time in an outside area, either around or near the Client's residence, Client hereby agrees to hold DogZen harmless in the event of any injury or death to the pet occurring during times in which DogZen, as requested by the Client, leaves the pet unattended. This may include, but is not limited to, requests to leave dogs unattended on the Client's property, either in an enclosed areas or not, a cat left to roam outside of the home and its property, or a pet left in an electronic containment system (invisible fence) which may or may not be operational.

11. Should the DogZen representative be bitten or otherwise exposed to any disease or ailment received from the Client's animal, it will be the Client's responsibility to pay all costs and damages incurred by the victim.

12. Pet sitter reserves the right to terminate this contract at any time before or during the term if DogZen, in its sole discretion, determines that the Client's pet poses a danger to the health or safety of the DogZen representative. If concerns prohibit pet sitter from caring for the pet, the Client authorizes pet to be placed in a boarding facility with all charges there from to be charged to the Client. The Client will be responsible for medical expenses and damages resulting from an injury to the pet sitter, or other persons caused by their pet.

13. The Client authorizes this signed contract to be valid approval for future services of any purpose provided by this contract. Pet sitter is permitted to accept telephonic reservations for future service and update pertinent information without additional signed contracts or written authorization. This contract can be terminated at any time for any reason at the request of either party.

14. In the event DogZen is required to employ a locksmith to gain entry into the Clients premises due to malfunction of the lock(s) or failure of Client to provide a key, it shall be the Clients responsibility to reimburse Pet Sitter for all costs incurred. Client expressly authorizes Pet Sitter to employ a locksmith on Clients behalf in the event of such occurrences.

15. I give DogZen permission to photograph my pet(s) with the understanding that the photographs may be used in marketing material, on the DogZen website and on their social media sites.

I have reviewed this Service Contract for accuracy and understand the contents of this form. This signed document gives DogZen (and their representatives) authorization to enter the above listed address as needed to perform the necessary care as outlined in this contract. I authorize this contract to be valid approval for services so as to permit DogZen to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.

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Date

Client Signature

Printed Name