

Policies and Agreement Contract

GENERAL

For the purposes of this document, the term “client” means the person(s) owning the home and pet(s) and entering into contracted services for pet and/or home care. Kelsey’s Companion Care will be known herein as KCC.

A signed “Policies and Contract Agreement” must be provided to KCC before service is provided for any period.

Full payment for pet services is due on or before the start of service. **A \$10 charge will be assessed to service that is not paid on or before start date.** There will be a \$35 service charge for each returned check.

Client must possess the legal rights to place the pet(s) in the care of KCC. KCC cannot provide service for clients with “visiting” pets that do not belong to the resident of the service site without a consent form signed by each rightful owner. The consent form must clearly state that the rights and conditions under KCC Policies and Contract Agreement apply to each “visiting” pet that will be in the care of KCC. There is no additional fee for this pet as long as they can also be cared for in the amount of time allotted for care. If the pet is a dog and dog walks become 2+ accommodations, then the usual \$5 additional dog fee will be applied.

The terms and conditions of this document apply to all the pets owned by the client, including any and all new pets that the client obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Client is responsible for supplying the necessary equipment/supplies needed for care of their pet(s), including but not limited to; proof of Rabies Vaccination/s, name/contact tag, leash, harness/halter/collar, pet food, litter, litter box(es) and scooper, and cleaning supplies. **If the client does not leave all the necessary supplies needed for complete and thorough care, client authorizes reimbursement for any purchases necessary along with a \$15 trip fee to a pet/supply store.**

Client will be responsible for all medical expenses and damages resulting from an injury to KCC staff, or other persons, by client’s pet(s). Client agrees to indemnify, hold harmless, and defend KCC in the event of a claim by any person injured by a client’s pet(s).

Client agrees to notify KCC prior to the start of service of any signs of injury or possible illness of pet(s). KCC reserves the right to cancel service if a potentially infectious condition exists or if a pet seems to be in too poor of a condition to be left unattended for extended periods of times. **It is required that any sick/injured pets be brought to a veterinary office for a thorough examination and treatment before the client leaves.** KCC will not be responsible for bringing previously sick animals to a veterinary hospital unless agreed upon by KCC staff and the client in advance. If an animal suddenly becomes sick/injured during KCC care, KCC will do everything in its power to contact the client and will bring the pet to the nearest, open, veterinary clinic. KCC strives to provide safe and clean service to each of our clients. In doing so, KCC strongly recommends that each pet be vaccinated, de-wormed, protected from harmful insects, etc. according to required and recommended standards.

KCC may use their discretion to stop and end service at any time if KCC determines that a pet(s) poses a danger to the safety or health of itself, other pets/animals, or other people, including a staff member. If concerns prevent the KCC staff from continuing care for a pet(s), the client authorizes the pet(s) to be placed in a kennel, or other KCC /client agreed upon locale. The client is responsible for all subsequent charges, including but not limited to, transportation, kenneling, veterinary care, and liability.

KCC takes great pride in caring for your pets and home and pledges to provide agreed upon services in a manner that is trustworthy, caring, responsible, and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against KCC and its staff, except those arising from negligence.

KCC is a professional pet care *team*. There are always 4-5 professional pet care employees working under KCC to ensure all of our clients have the pet care coverage they need. Each staff member has been thoroughly trained by Kelsey and has been reference and background checked. Bio's and more information on each staff member can be found at www.KelseysCompanionCare.com. Due to our software at www.TimeToPet.com, everyone on the pet care team has all of the necessary information to provide thorough care for all of our clients homes and pet/s. Everyone is in constant contact with each other regarding each visit made to a home and write-ups/checklists are done and shared with each other after every visit. If a client would like to meet anyone on the pet care team this must be arranged at least a month prior to scheduled service since all of our staff members work in shifts and are only available during their scheduled time slots.

SERVICES AND RATES

See current "Services and Rates" on our website, www.KelseysCompanionCare.com.

PET SITTING

KCC ensures that all pet sitting services (according to "Services" found on the website) will be completed for the type of service requested. The amount of time spent in the home and/or with client's pet(s) may be less than the maximum stated for the normal "30 minute pet sit".

It is required that all cats receive a minimum of one visit every 24 hours.

Free-roam dogs are required to have a minimum of 2 visits per day. However, it is strongly recommended that if the dog(s) do not have access to the outdoors that they are visited at least 3 times per day so that they can relieve themselves. All crated dogs are required to have a minimum of 3 visits per day. No exceptions. Extended visits are recommended in these cases.

DOG WALKING

KCC ensures that all dog walking services (according to "Services" found on the KCC web site) will be completed for the type of service requested. Finding and leashing the dog(s), returning the leash/equipment, writing pet sitter notes/texting, refreshing water (if needed), or other client requests, is included in the specified dog walking time. All rates apply to up to 2 dogs. Any additional dog will incur an additional \$5 charge *per dog*.

PAYMENT

Payment for service is due on or before the start of service. Payment for weekly dog walk services is due on or before the first service each month (or week if previously agreed upon). KCC accepts several forms of payment, including: checks, cash, and Visa/MasterCard. Credit card payments will be processed through the Time To Pet software. To use a credit card, the client must create a profile on www.timetopet.com (through the KCC website) and enter in all necessary information. If a client has not yet set up an account through Time To Pet and has already completed their first reservation, their account has already been created by KCC staff. **Please contact KCC to retrieve your login and password information to avoid creating duplicate accounts.** Cash/check should be left in a noticeable/visible place in client's home. Any late payments will incur a surcharge of **\$10**.

Gratuity is not expected but is appreciated by our pet care team. Any gratuities left by a client (via check, cash, or credit card) will be split between each team member who has visited a home during a given reservation set.

RESERVATIONS

Normal reservations must be made a minimum of four (4) days in advance for returning customers and ten (10) days in advance for new customers. KCC realizes emergencies and last minute issues arise and will make every effort to accommodate these requests. Reservations must be made via e-mail at info@kelseyscompanioncare.com, or by entering in an exact reservation request through the Time To Pet software which can be found on the KCC website. KCC is not responsible for accepting reservations or requests for services made by any other communication.

Please ensure that you receive a confirmation before leaving. Confirmation will be sent via a Time To Pet email. Therefore, it is required that we have a current email address on file for every client. Confirmations are sent out Sunday through Friday, 9 AM - 7PM. KCC is not responsible for any reservations that have not been confirmed before a clients leave. **If you have not received a confirmation email the day before your leave, contact KCC via phone call or text before leaving to confirm that the dates on file are correct.**

KCC can only accept as many reservations as their staff can handle at the time and accepts them on a first come first serve basis. Slots for all holidays fill up quickly and thus it is strongly recommended that you reserve any holiday care as far in advance as possible. **KCC accepts reservations up to 8 months in advance.**

This contract authorizes KCC to accept all future reservations and provide service without additional signed Agreement Contracts.

CANCELLATIONS

Major Holiday service (The week of Christmas, Thanksgiving, and New Years): Cancellations must be made a minimum of 14 days prior to start of scheduled service. These visits are taken on a first come, first serve basis and fully book each year. If cancelling before the 14 days prior, if payment has been received, a credit(s) will be provided for cancelled visits; if payment has not been received, client may cancel with no penalty assessed. Credit(s) will not be granted and full payment charged for cancelled visits within 14 days of service.

Clients will be invoiced for the complete service and payment is expected within 10 days. Failure to pay the full amount will result in your contract with KCC being terminated and no future bookings will be accepted.

Minor Holiday Service (Easter, Memorial Day, 4th of July, Labor Day): Cancellations must be made a minimum of 7 days prior to the start of scheduled service. If cancelling before the 7 days prior, if payment has been received, a credit(s) will be provided for cancelled visits; if payment has not been received, client may cancel with no penalty assessed. Credit(s) will not be granted and full payment charged for cancelled visits within 7 days of service. Clients will be invoiced for the complete service and payment is expected within 10 days. Failure to pay the full amount will result in your contract with KCC being terminated and no future bookings will be accepted.

Normal Pet Sitting Services: Cancellations must be made a minimum of 4 days prior to scheduled service. Clients may be charged for any scheduled pet sitting visits that fall within a 4 day period of cancellation.

Dog Walking Services: Cancellations must be made by 9 AM the day of the walk. Clients may be charged for any scheduled walking services that a walker shows up for.

For any service: Credit(s) will not be granted and full payment charged if KCC staff arrives for a scheduled service prior to receiving AND confirming cancellation. If you need to cancel service and you have tried so through email without a response, please call/text KCC directly.

For each reservation a staff member makes themselves available for that home visit and the start time of their shift is dependent on the number of houses they have to visit in a certain time frame. Due to this, we are not able to give credit for late departures or early arrivals. Once a reservation begins, all visits must be paid for in the total amount. When scheduling an appointment, please make KCC aware of your departure and arrival times so that KCC staff can plan their visit times accordingly. KCC is not able to move a reservation forward a few hours the day of departure.

CHANGE-IN-SERVICE REQUESTS

Clients can request additional services and/or visits prior to or during service if an emergency arises. KCC will make every effort to accommodate additional service requests.

Cancellation of services and/or visits – see CANCELLATIONS above.

It is the clients responsibility to contact KCC via email, text, or phone upon their safe arrival home regardless of what time of day it is. If there is a delay in your return home, contact KCC immediately and KCC will do it's best to accommodate additional visits.

WATERING REQUESTS

Client is responsible for leaving detailed, written watering directions specific for dates of service provided. KCC is not responsible for wilted, dead, or otherwise unhealthy plants. KCC is not responsible for water damaged areas or missed plants.

KEY HANDLING

While keys are in the possession of KCC they will be either on the KCC staff's physical person, or be properly secured.

Client will provide **two sets of keys** to KCC at the New Client Consultation meeting. KCC prefers to retain client keys on file for future services so that it is easier to provide last minute/emergency care if needed. All client keys are given a color and a number and the address, name, or pet/s name is never attached for security reasons. However, in the event a client requests keys be returned, **an additional \$15 pickup/drop off/re-filing fee will apply.** KCC will return keys per client's directions and is not responsible for lost or stolen keys during pick up/drop off of key(s). KCC will not leave client keys inside the home in case emergency/last minute visits are requested and pet(s) need additional care.

Picking up and dropping off keys at the KCC office is strongly discouraged due to having to temporarily file the keys and having to re-assign a code each time service is rendered. **A \$10 re-filing fee will be charged.**

If the client is scheduling a **onetime service** due to moving, graduation, etc, and will need the key back following service, the client must let KCC know this is the case at the meet and greet and that they will be needing the keys back. This way the keys can be temporarily filed and not given a permanent position in the office. It will be left on the front patio in a secure location during a set time.

If a client does not want to leave a key with KCC, purchase of a secure lockbox to be left outside the home is recommended instead of transferring keys back and forth.

HOLIDAYS

Major holidays stated below are subject to an additional \$10/visit charge.

Thanksgiving Day
Christmas Eve
Christmas Day
New Years Eve
New Year's Day
Easter Sunday
July 4th

Minor holidays stated below are subject to an additional \$5/visit charge.

Memorial Day Weekend (Sat-Mon)
Labor Day Weekend (Sat-Mon)
Day before and day after Thanksgiving
Day after Christmas
Day after New Years

PICTURES

Pictures of clients pets are taken and often kept on file for identification purposes in case of emergency or disaster. Pictures are also taken for social media and the KCC website. Please initial the box below stating if you would/would not like pictures taken of your pet.

I do not want any pictures taken of my pet/s

Please feel free to take pictures of my pet/s

SURVEILLANCE CAMERAS

If you will be using surveillance cameras in your home, please initial below. KCC is a professional business and treats all clients' animals and homes as if they were their own. We only require that if KCC staff is allowed to use your restroom or if an overnight visit is to be performed, cameras are not allowed in the bedroom or bathrooms for privacy. Should we discover that active cameras are in these areas while we are using them, KCC reserves the right to terminate this contract. Clients also agree not to share any video of KCC staff on social media or other venues without the knowledge or approval of KCC staff.

I will be using surveillance cameras:

Location/s:

KCC YEARLY CLOSURE:

Since KCC is a small, individually owned business, KCC closes completely for 12-17 days out of every year. These days are chosen from previous years reservation requests, often over weeks where there were no reservations received and after all major holidays. As soon as these dates are chosen (January and October), a mass email will be sent out to notify all clients so they can plan accordingly. These dates are also listed on the KCC website as well as in the KCC signature in every email. These dates will always be planned at least 8-12 months in advance and back up sitters within the Davis area will be available for any emergency travel requests. No emails, texts, or calls will be answered during this time so please be sure to provide all nearby reservation requests far ahead of these dates.

LIABILITY RELEASE

KCC is not responsible for damage to the home beyond the control of KCC staff. This includes, but is not limited to, leaks, electrical problems, and acts of nature. If any event(s) occurs, KCC will attempt to contact the client and/or emergency contact. Client gives permission to KCC to resolve the situation to the best of judgment. Client is responsible for any incurred costs of repair or related fees.

KCC is not liable or responsible for any injuries, accidents, damages, or loss to client's home, property, or pet(s) if other individuals access client's home (e.g., neighbors, friends, family, gardener, pool maintenance, house cleaner, etc.), or if client has not properly secured home.

KCC is not liable or responsible for any injuries, accidents, or damages caused by or due to client's pets. KCC is not liable for any loss or damage in the event a burglary or other crime should occur while rendering service.

KCC is not responsible or liable for the safety of any pets, including, but not limited to, death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.

KCC strongly discourages shared care with other family members/friends/roommates due to not being aware and/or in control of what is happening with the pets and home at all times. If the client insists that someone else provide pet care at the same time as KCC, KCC must be notified in advance and, if approved, a hold harmless agreement must be signed prior to the start of service.

Client is responsible for securing the entire house (including windows and all doors) as well as the yard (including fences, gates, latches, etc) before leaving. KCC will re-secure client's home as it was found upon entering.

Client understands that this agreement applies to all of the client's pets within KCC's care. In signing this agreement, client agree that she/he has the sole authority to make health, medical, and financial decisions regarding the pets that receive KCC's care.

KCC encourages continued open communication with each client and is always willing to discuss any concerns at any time.

KCC encourages detailed notes regarding client pet and home care, and realizes care may be seasonal and/or change over time. We welcome and encourage client's to leave additional notes/information detailing pet and/or home care. **Please also utilize the Time to Pet software to enter in all up to date vaccination history, feeding instructions, and house care notes.**

This agreement is valid from the date signed, and replaces any prior contract agreements. By signing this agreement, client agrees to any future changes to KCC's "Policies and Agreement Contract" as posted on the KCC web site (www.KelseysCompanionCare.com). It is the responsibility of the client to review the KCC web site for any future changes to the services, rates, policies, and agreement contract. KCC will notify all clients, via email, of updates/changes in their policies to be viewed on the website.

Either party may terminate this contract by giving thirty days written notice to the other party. The client states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client Name (please print): _____

Client Signature: _____

Date: _____

KCC Owner Name (please print): _____

KCC Owner Signature: _____

Date: _____

VETERINARIAN RELEASE

In the event that any of the client's pets appear to be ill, injured, or at significant risk of experiencing a medical problem while in the care of KCC, the client gives permission to KCC staff to seek veterinary care.

Primary Veterinary Clinic: _____

Primary Doctor: _____

Client authorizes care up to \$ _____ OR authorizes veterinary discretion for care ()

KCC staff will make every effort to use the client's primary veterinarian but is authorized to use any veterinarian care necessary during service. Client is responsible for the cost of all veterinary care.

KCC staff will make every effort to contact the client if/when veterinary care is deemed necessary.

KCC staff assumes no responsibility for the actions and decisions of the veterinary staff, and/or the health or death of clients.

Client authorizes KCC and primary veterinarian(s) to share medical records of all clients' pets with any veterinary clinic. Client assumes responsibility that all pets are current with rabies and other required vaccinations.

This agreement is valid from the date signed and replaces any prior veterinary release agreements.

It is highly recommended to speak with your veterinary office before leaving to notify them that a professional pet care service will be caring for your pet/s while you are away. Leaving a credit card on file with your preferred and/or emergency office helps to protect your pet/s in case you cannot be reached if emergency service is needed.

By signing this agreement, client grants permission for future veterinary care for any current or new pet(s) without the need for additional authorization for future KCC services.

Client Name (please print): _____

Client Signature: _____

Date: _____