

Peace of Mind in-home pet care

"Where your pet is our passion."

Liability Release

Peace of Mind in-home pet care agrees to provide the services agreed upon in a reliable and trustworthy manner. In consideration of these services, and as an express condition thereof, the client expressly waives & relinquishes any & all claims against Peace of Mind in-home pet care unless arising from deliberate negligence on the part of Peace of Mind in-home pet care or their representative(s).

Consultations:

Before any services are rendered, there is a mandatory initial set up consultation with no obligation to use our services but to meet us & introduce us to your pet(s). At this consultation we will bring our contract for you to look over & fill out if you decide to use our services including a list of client references that you may contact. We will also meet your pet(s) & discuss their needs & become familiar with your home in order to provide service. There is no charge for the initial consultation. **A normal visit fee will be charged for each additional consultation.**

: Initial

Key Pick up/Drop off:

Peace of Mind in home pet care will collect the client's house key at the initial consultation. If you would prefer for Peace of Mind in home pet care to keep your key we will do so away from any information connecting the key to your home. All client keys are stored in a safe that is unable to be removed from our premises. If you would like to retain your spare key Peace of Mind in home pet care will retrieve the key on the first visit & return the key on the last visit in a predetermined hidden area. If you would prefer for Peace of Mind in home pet care to pick up & drop off your key each visit we will be happy to accommodate you. **There will be an additional visit fee for picking up & returning the key at our convenience.**

: Initial

Additional Pet Care Assistance & Other Scheduled Services:

We want all of the pets we care for to have all the love & attention they deserve, but please be advised that if there are other persons entering & leaving your home, Peace of Mind in-home pet care cannot be held liable for any damages to property or pets that may arise as a result. Please inform us at the time of the consultation of anyone other than Peace of Mind employees who will be entering your home while you are away. This includes cleaning services, repairpersons, friends, family & neighbors. Peace of Mind in-home pet care does not accept responsibility or liability for other persons who will be in your home during pet care services.

Fences:

Fenced in yards are wonderful playgrounds for our dogs & allow them additional space to exercise & play. **However, no fence system is totally secure.** Peace of Mind in-home pet care does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence. Peace of Mind in-home pet care will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

Damage to Client's Property:

It is expressly understood and agreed that Peace of Mind in-home pet care shall not be held responsible for any damage to client's property, or that of others, caused by client's pet(s) during the period in which the pets are in the care of Peace of Mind in-home pet care. We also agree that it is our responsibility to notify Peace of Mind in-home pet care of any pet that has ever caused an injury or shown any aggressive tendencies to any human or other pet.

Emergency Contact:

Peace of Mind in-home pet care has requested the name & phone number of a person living nearby, for example a neighbor, with access to your home. This should be an individual close enough to walk to your home & care for your pet(s) if roads are impassable. Please remember that garage door openers are not operational in the event of power outages. In the event that the customer does not provide a nearby emergency contact with access to your home customer realizes that Peace of Mind in Home pet care will provide care for pet(s) as soon as roads are passable & weather permits.

Pet caregiver substitution:

Peace of Mind in-home pet care is staffed by independent contractors fully licensed and bonded with the National Association of Professional Pet Sitters (NAPPS). During the consultation one of our staff will be assigned to your pet(s) needs for the duration of the job. However, if an unforeseen situation (personal emergency, illness, or change in staff) arises where that staff member will be unable to tend to the needs of your pet an available Peace of Mind pet care provider will be substituted. You will be notified immediately.

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Visit times:

Peace of Mind in-home pet care will visit at the requested times as closely as possible. However, if we are experiencing multiple pet care jobs, the times may be shifted slightly to accommodate all of our clients. In any case we will do our very best to arrive at the appointed times.

Dog Walking Services:

For clients who routinely utilize Peace of Mind's dog walking services indefinitely please be aware there will be situations during the calendar year when the appointment may need to be rescheduled or cancelled due to a period of planned or unplanned unavailability (vacations, personnel emergency's, pet emergency's, etc.) In any case the client will be notified as soon as possible and given the opportunity to reschedule or have a Peace of Mind substitute pet care provider cover dog walking services.

If your dog proves to be undisciplined on a leash provided by the client, Peace of Mind in-home pet care reserves the right to use a choke "rubber tipped" collar to ensure safety of your animal, others, and our staff.

During periods of extreme weather, Peace of Mind caregivers reserve the right to make the decision to walk your pet outdoors or to spend the time interacting socially with your dog in-doors.

The week of the Thanksgiving holiday and the last two weeks of each calendar year are considered holiday blackouts for Peace of Mind dog walking services. No dog walking will be performed during those weeks.

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Dog Parks:

Dog parks can be a fun experience for your pet providing them with an opportunity to socialize with other people and their animals. This environment can also create aggressive encounters beyond the control of any cautious minded individual. It is understood that Peace of Mind in-home pet care shall not be held responsible for any damage or injury caused by or to the client's pet(s) at dog parks. If an aggressive encounter does occur & your pet or other involved party (pet or human) needs medical treatment the client agrees to be financially responsible for all medical treatment needed and/or to reimburse Peace of Mind in-home pet care for costs incurred when client has returned home including all fees for tending to emergency/veterinary care & for the time expense of Peace of Mind in-home pet care at the rate of up to \$30.00 per each 45 minutes. Client releases Peace of Mind in-home pet care from any liabilities related to the transportation, treatment & expense of pet(s). **Peace of Mind in-home pet care advises that client notify their regular veterinary clinic of pet care services & have the clinic keep a credit card on file.**

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Pet Taxi & Errands: (pet groomer, veterinary, dog park, pet store)

Up to \$30.00 dollars per visit per 45 minutes (rate depends on distance to facility & amount of time spent)

Nail Trims:

Normal visit fee + up to \$10.00 per nail trim per cat, up to \$15.00 per nail trim per dog. Additional fee may apply if assistance is needed.

Fluid Administration:

Normal visit fee + up to \$10.00 administration fee

Injection / Medication Administration:

Normal visit fee + up to \$10.00 administration fee

Normal visit fee + up to \$5.00 per medication (We typically do not charge extra for administering oral medications unless your pet is difficult to medicate. We do not charge for putting medication in your pet's bowl.)

Emergencies:

If an emergency arises, Peace of Mind in-home pet care will make every effort to transport pet to the nearest pet emergency hospital & notify owner. If owner can not be reached, client agrees to approve treatment & agrees to reimburse Peace of Mind in-home pet care when client has returned home. Client agrees to be financially responsible for all fees for tending to emergency/veterinary care & for the time expense of Peace of Mind in-home pet care at the rate of up to \$40.00 per each 30 minutes. Client releases Peace of Mind in-home pet care from any liabilities related to the transportation, treatment & expense of pet(s). **Peace of Mind in-home pet care advises that client notify their regular veterinary clinic of pet care services & have the clinic keep a credit card on file.**

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Special Needs / Health risk pet supervision:

If your pet(s) requires attention related to a known or unknown medical condition that could result in an unforeseen death, Peace of Mind in-home pet care shall not be held responsible for this unfortunate situation during the period in which the pets are in our care. While we will administer medication and care based on the terms communicated at the time of the consultation this, sadly, can be insufficient in guaranteeing the good health of the pet.

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Cancellations:

We understand that plans sometimes change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel 72 hours or less prior to the date of the first visit you will be charged 50% of the visits.

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Holiday Cancellations:

Please understand that during the holidays we receive more requests for reservations than we can staff for normally. We book up to 1 year in advance in some cases & turn away potential clients because we have reserved time for you & your pets during a busy season. If you cancel 3 weeks or less before **any holiday**, you will be charged for the full visit.

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Holiday Visits:

A \$10.00 per visit Holiday fee will apply on the following days: New Years Day, Easter Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve & Christmas day.

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Overnight Care:

Overnight visits provide pets with pet care for a minimum of 13 hours. Overnight pet care begins at 6:30 pm or earlier & ends the following morning at 7:30 am or later. If a visit is needed earlier on the beginning day, later on the last day or mid day in between the first & last day of scheduled pet care there will be a regular visit fee charge.

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Pictures:

Peace of Mind in-home pet care carries a camera with them to capture Kodak moments of your pet during our visits. We would like your permission to use these pictures on our website. You are welcome to any pictures we take.

Peace of Mind caregivers fulfilling dog walking or pet care service obligations may be accompanied at no charge to the client by a co-worker or partner for safety concerns or training at the discretion of the caregiver & the approval of Peace of Mind in-home pet care owner.

Rates are based on specific pet/client needs, time spent with pets, number of pets & location of home. Rates are subject to change without notice

Client Signature _____ Date _____