

**Darrell's Pet Services
Dogs On Danforth**

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DPS/DOD Service Agreement

Date:	Your Name:
Phone Number:	Pet's Name(s):

This agreement is effective from _____ and is between Darrell's Pet Services/Dogs On Danforth and it's employees (hereinafter referred to as "DPS/DOD") and _____ (hereinafter referred to as "client") who resides at _____.

This agreement constitutes permission for DPS/DOD to perform duties as stated in this form – and in the "Client Information", "Pet Services Information" and "Veterinarian Release" forms. The "Vaccination & Medical Records" form must be completed **before** any dog-related services begin. If there are any behavioural or medical concerns or health issues with pet(s) receiving services, the client agrees to disclose the concerns in full detail in the DPS/DOD "Pet Services Information" sheet. If medication is to be administered, client must complete the DPS/DOD "**Medication Waiver & Permission**" form.

List all services, type of pet(s), pet name(s):

- ☐ Dog Walk _____
- ☐ Dog Boarding _____
- ☐ Pet Visit (Sitting) _____
- ☐ Dog Daycare _____
- ☐ Other _____
- ☐ Other _____

NOTES:

Payment for Services: Payment in full - by cash or E-Transfer - is due before service is provided, on the first day of service. Client agrees to pay weekly, biweekly or monthly for regular or ongoing service.

Any additional information or comments can be listed in the space below and on reverse side of page:

Please sign and date below and on page 2.

Client's signature

Date

Policies and Procedures

The client agrees as follows:

1) **Liability Policy:**

- ❖ DPS/DOD agrees to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against DPS/DOD or its employees, unless arising from gross negligence on the part of DPS/DOD.
- ❖ DPS/DOD will not be held responsible for pets that cause damage to client's furniture, carpets, flooring/woodwork, walls, etc. while DPS/DOD is not present. DPS/DOD will always secure your property while on premises and when leaving, however DPS/DOD is not responsible should any other person lawfully or unlawfully enter your property while DPS/DOD is not there.
- ❖ DPS/DOD will not be held responsible for pets within the client's home that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- ❖ DPS/DOD will not be held responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ DPS/DOD will not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed DPS/DOD to allow outside while DPS/DOD is not present. This includes pets with "doggie" or pet doors and outdoor pets.
- ❖ The client agrees that all client's pets put in to DPS/DOD's care will have a veterinarian and will be up to date with rabies and all other relevant vaccinations. Dogs must have up-to-date bordetella and DHLPP (or similar "combination") vaccinations. Vaccinations must be given 2 weeks in advance of service. Client agrees that any dog under the age of 1 year will have quarterly stool samples checked by a veterinarian lab. Client agrees that any dog over the age of 1 year will have yearly stool samples checked by a veterinarian lab. In the event of continuing or ongoing unusual or loose stool or vomiting, client agrees to have stool sample checked by a veterinarian lab when requested by DPS/DOD. Client agrees to reimburse DPS/DOD for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ The client understands that all pets involved in group-activity must be treated with a flea, tick and heartworm preventative (if applicable to pet). If fleas are found on a pet a flea bath will be given at the client's expense.
- ❖ The client understands that in playgroup and group walk activities accidents do happen and DPS/DOD will not be responsible for normal scrapes, scratches, playful bites and so on, as these are common within group activity. The client understands that DPS/DOD will do it's utmost to ensure all pets within it's care are up to date with all vaccines, but DPS/DOD is not responsible for the transmission of ailments or diseases from any pet to another as these are common, especially in group activity.
- ❖ Dogs and cats over 8 months of age, which are not spayed or neutered, will not be allowed in group-activity.
- ❖ The client understands that DPS/DOD will not administer sedatives to your pet – even if they are veterinarian prescribed. If your pet needs this type of medication client must make arrangements for pet to be treated by a veterinarian.
- ❖ DPS/DOD will provide care and administer medication to any animal with health issues. However DPS/DOD will not allow any acutely ill animal, or animal with an uncontrolled medical condition - or any animal infected with Feline Aids, FIP, ringworm or any other contagious disease or communicable ailment - to be boarded or involved in group activity. The client will disclose any such medical condition to DPS/DOD in writing.
- ❖ The client agrees to disclose in detail to DPS/DOD in writing any known aggression problems or any other behavioural problems that the client's pet has - or has had in the past - with any animal or person. The pet is being admitted in to DPS/DOD's care based on client's representation. The client agrees to be responsible for all costs (including, but not limited to, medical and vet care, attorney fees, etc.) if client's pet bites or injures a person or animal or damages property.
- ❖ DPS/DOD will not walk unruly or untrained dogs or dogs that choke themselves on leash. All pets must be walked on a leash, no exceptions. DPS/DOD reserves the right to use, at it's own discretion, it's own leashes, Halti, Gentle Leader, collar or harness for any dog which poses a danger to itself or any other animal or person. Any animal which requires crating must be accompanied by a CLEAN, safe and fully functioning crate.
- ❖ DPS/DOD does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.

- 2) **Cancellation Policy:** Client must give 1 full month's notice if cancelling contract for regular, ongoing services (Monday to Friday dog walks, for example). Changes or cancellations for scheduled days for regular, ongoing clients should be given 48 hours in advance. Casual or occasional clients must give 48 hours notice if cancelling scheduled services. DPS/DOD will give client 1 full month's notice if cancelling contract for regular, ongoing service unless service termination is the result of a safety concern or non-payment.
- 3) **Emergencies:** In the event of an emergency DPS/DOD will make every effort to contact client. If DPS/DOD is unable to reach client, client authorizes DPS/DOD to use best judgment to handle any emergency that may arise (including any health or property emergency) at an hourly rate of \$30. DPS/DOD will do it's utmost to provide service at requested times, however client understands that service times may vary due to unforeseen circumstances (such as other pet emergencies, severe weather or natural disaster). Client must provide DPS/DOD with at least one emergency contact local to client's home in the event DPS/DOD is delayed or unable to provide service due to aforementioned unforeseen circumstances. DPS/DOD is not responsible for the actions of client's emergency contact.
- 4) **Payment Arrangement:** Payment is due before services are rendered. In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), client agrees to reimburse DPS/DOD in full for all costs incurred on behalf of the client on the day of the completion of service. A 2% monthly late charge will be applied to outstanding balances. In the event DPS/DOD must use personal or business credit cards on client's behalf (to pay client's vet bill, for example), client agrees to reimburse DPS/DOD for any and all interest incurred on client's behalf.

By signing below the client fully understands and agrees to the contents of this agreement:

Client's signature

Date