



# SERVICE AGREEMENT

www.k9kats.com

*Professional Pet Sitting  
Personal Care*  
424.625.9954  
info@k9kats.com

## CLIENT INFORMATION:

1. Name \_\_\_\_\_ Co-owner name \_\_\_\_\_
2. Address \_\_\_\_\_
3. Phone (H) \_\_\_\_\_ (C) \_\_\_\_\_ (W) \_\_\_\_\_
4. Email \_\_\_\_\_
5. Credit Card: MC-VS-AMX-DISC (Number) \_\_\_\_\_ (Exp) \_\_\_\_\_

## TERMS AND CONDITIONS:

1. Client authorizes K-9 KATS to care for pet(s) as described in the completed K-9 KATS Questionnaire.
2. Unless Client cancels services with K-9 KATS, the terms of this contract shall be ongoing. Client certifies that all information provided to K-9 KATS is accurate and agrees to inform K-9 KATS of any future changes.
3. Client agrees that in the event of an emergency, K-9 KATS is authorized by Client to seek veterinary care not to exceed the amount of \$\_\_\_\_\_. Client also agrees not to hold K-9 KATS responsible for any liabilities due to transportation, treatment, and expense for all third party claims. The K-9 KATS' pet sitter is authorized to use his/ her discretion concerning medical and emergency medical treatment as prescribed by a veterinarian; excluding euthanasia. In emergency circumstances, K-9 KATS will make all practical attempts to verbally contact Client in advance and use preferred veterinary facility although this is not required. Client agrees to reimburse K-9 KATS for any food or supplies purchased, as well as the time spent doing so, within 48 hours of Client's return.
4. Client agrees not to hold K-9 KATS liable for any damages related to decisions made in the event of extreme weather conditions, natural disaster, or national emergency. Client understands and trusts that K-9 KATS staff will use their best judgment to look after pet(s), home, and personal property in such situations.
5. Client entrusts K-9 KATS with the key(s) to their home. K-9 KATS will keep all keys in a locked key cabinet, except when in use.
6. In case of absence due to illness, unavailability, or emergency, Client permits K-9 KATS to provide another experienced and qualified substitute pet sitter to fulfill agreed upon duties/services.
7. Client acknowledges that they may choose to cancel scheduled visits. Cancellation Policy is as follows: 48 Hours notice must be given when cancelling scheduled sits. Failure to notify us in this time frame will result in a charge of your first scheduled sit. Any invoice prepayment balances will be held as a credit on your account to be used towards future services.
8. Package Clients: Client agrees and understands that when cancelling a package sit, they must notify K-9 KATS no later than 24 Hours before their sit is scheduled. Failure to do so will result in a deduction of 1 package sit. Client agrees and understands that they will not be credited for this visit.
9. Holiday Bookings: A 50% deposit will be taken in advance for all holiday bookings. ALL cancellations should be made at least 10 days prior to scheduled services to avoid any charges/fees. During the holiday period, last-minute cancellations (less than 10 days in advance of the holiday) will be subject to a 50% cancellation fee of the entire service total. No refunds will be given for service during the holiday period after the job has been started.
8. K-9 KATS will only enter residence of Client to perform agreed upon services. K-9 KATS will perform such services reliably and with complete care and trust. Client waives any and all claims against K-9 KATS in consideration of these services.
9. Client agrees to provide K-9 KATS with sufficient access to Client's home in order to fulfill contracted services. Should K-9 KATS be unable to enter Client's home to perform agreed upon duties, K-9 KATS will make all attempts to contact Client. If K-9 KATS is unable to contact Client within 1 hour of scheduled services, K-9 KATS will be considered to have completed all contractual duties and obligations required on that date. In emergency circumstances, should K-9 KATS find it necessary to hire the services of a locksmith to gain entry into Client's home, Client shall be responsible for all fees incurred. Client gives permission to K-9 KATS to hire a locksmith on Client's behalf if K-9 KATS feels not doing so to be detrimental to well-being of the pet(s).
10. Client agrees to notify K-9 KATS in the event that the Client is delayed in returning home. Client further agrees to pay K-9 KATS for additional visits required immediately upon returning home. If Client fails to notify K-9 KATS upon returning home, K-9 KATS will continue providing services until advised to stop. Client will be billed for any additional visits made.
11. Client waives all claims against K-9 KATS, excluding those due to negligence or willful misconduct on the part of K-9 KATS. It is expressly understood by Client that K-9 KATS shall not be responsible for any damage to Client's property, or that of others, caused by Client's pet(s) during the period in which pet(s) are in the care of K-9 KATS. Should such circumstances arise, Client agrees to indemnify and defend K-9 KATS liability, including attorney fees. Client assumes responsibility to disclose to K-9 KATS any known pet aggression behavior.
12. K-9 KATS reserves the right to terminate this contract at any time.
13. Client agrees to pay a one-time registration fee of **\$35** up front and in full.
14. Client authorizes this signed service agreement to be valid approval for future services and charges so as to permit K-9 KATS to accept verbal, telephone, and/or email & text requests and to enter premises without additional signed contracts or written authorization.

Sign up Date: \_\_\_\_\_ Day: \_\_\_\_\_ Time: \_\_\_\_\_ Performed by: \_\_\_\_\_

Client has read and fully understands the contents of this contract. Any exceptions made to any part of this contract must be in writing and signed by all parties. Client agrees to the aforementioned policies and procedures which are part of this agreement. Client has been provided with a signed copy for his/her records.

\_\_\_\_\_  
Name Signature Date