



CLIENT INFORMATION

Client Name(s): _____

Mailing Address: _____

Email (where you would like invoices emailed to): _____

Phone(s): _____

I'd like to receive occasional pictures of my pet(s) via email or text message ___ Yes ___ No

Mixed Company may show photos of my pet(s) on the company website/Facebook page ___ Yes ___ No

Local Emergency Contact (Name and Phone): _____

Veterinarian: _____ Phone: _____

Veterinarian Address: _____

Services Interested in:

___ Pet Sitting ___ Overnights ___ Walks ___ Hikes ___ Trips to Dog Parks ___ Baths

How did you hear about us? (check all that apply)

___ Mixed Company Website ___ KSL.com ___ Current Customer _____

___ Facebook ___ Yelp.com Other _____

Please let us know if a current customer referred you so we can thank them with \$20.00 off their next invoice.

POLICIES & GUIDELINES

- Pet Care Instructions.** I (client) authorize Mixed Company to perform pet care services as outlined in these Policies & Guidelines and Pet Profile(s).
- Veterinary Care.** I authorize the care provider to obtain emergency veterinary care if necessary. I accept responsibility for charges related to emergency care and also authorize the care provider to use an alternative veterinarian in the event my regular vet is unavailable. I understand every effort will be made to contact me prior to obtaining emergency care.
- Medical Expenses.** I will be responsible for medical expenses and damages resulting from an injury to the care provider or other persons or animal(s) caused by my pet. I agree to hold harmless the care provider in the event of a claim by any person or animal(s) injured by my pet.
- Inclement weather.** Mixed Company will contact me if conditions make it dangerous or impossible to reach my pets for scheduled services. If I cannot be reached, Mixed Company will contact my local emergency contact. As soon as possible, Mixed Company will resume scheduled services.
- Pets with Access to the Outdoors.** While fenced-in areas are wonderful play areas for pets, no fence can be a guaranteed secure area. Mixed Company cannot be liable for the injury, disappearance, or death of any pets who are able to destroy or escape from fenced-in areas, including electronic fences. In case of severe weather, pets with access to the outdoors will be brought indoors if access to water and/or safe levels of heat or cooling are not available outdoors.

6. **Privacy and Security of Property.** Mixed Company will make every effort to secure my property according to my instructions. The care provider will not bring other persons onto the property without my permission unless an emergency requires assistance. Mixed Company accepts no responsibility for security of the premises if I allow other person(s) access to the home during pet care service periods. I will notify the care provider if someone will be in the home and I will notify visitors that the care provider will be coming. I understand Mixed Company is licensed, bonded, and insured.
7. **Key Release and Return.** I authorize Mixed Company to use my keys(s) or entry code during pet care services. I understand a garage door clicker will not be sufficient in the event of a power outage. Keys in Mixed Company's care are labeled without my identifying information and are stored separately from my contact info in order to maintain my privacy. A Mixed Company representative can pick up my keys during the Free Consultation. There is an \$8 fee if my pet sitter needs to make a separate trip to retrieve or deliver keys outside of a scheduled pet care visit.
8. **Personnel.** Mixed Company's goal is for my pets to build a relationship with the pet sitter(s) I met at a consultation. Should my pet sitter(s) be unavailable due to an emergency or changing circumstances, Mixed Company will notify me. If Mixed Company is unable to reach me, a new sitter may be sent for the safety of my pets. An interview with any new pet sitter is always free.
9. **Damage to Client Property.** Mixed Company will not be held responsible for any damage to my property caused by my pets, except those arising from the pet sitter's proven negligence. I have advised the pet sitter of known behavior concerns.
10. **Cancellation.** I will give at least 5 days notice to cancel a pet sitting or overnight reservation to avoid being billed 25% for the service. To cancel a regularly scheduled dog walk, dog park visit, or hike, I should give 24 hours notice to avoid being billed for the service. At Mixed Company's discretion, I may use credit from cancelled service toward future service.
11. **Rates.** I will be quoted the price for services at the time of reservation. This rate may change if additional services are requested by me or made necessary for the safety of my pet. Company-wide rate changes will be emailed to current clients and posted to the company website.
12. **Payments.** Invoices will be emailed (or mailed, if requested) after services are complete unless otherwise arranged. Monthly billing is available for regularly scheduled services. Payments made within 10 days of the invoice date are greatly appreciated. A late charge of 10% of the total invoice compounded daily will be assessed if payment is not received within 30 days of receiving the invoice. Cash, checks, & PayPal are accepted. Checks can be made out to **Mixed Company**. Payments can be left with your pet sitter or mailed to: Mixed Company, P.O. Box 58554, Salt Lake City, UT 84158. PayPal: mixedcompanypets@gmail.com. There is a \$20.00 fee for returned checks.
13. **Holidays.** An additional \$5.00 per service or \$10 per overnight stay will be billed on the following holidays: Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter Sunday, President's Day, Martin Luther King Day, Memorial Day, 4th of July, and Labor Day.
14. **Future Services.** I authorize this contract to be valid approval for future services so as to permit Mixed Company to accept verbal, text message, or email reservations and instructions without additional signed contracts. Mixed Company reserves the right to terminate this contract at any time; likewise, I may terminate this contract at any time.
15. **Enforceability.** This contract is not valid until it is signed by the client(s) and returned to the Mixed Company office. It will remain in force until notification of cancellation is received from the client.

I have read and agree to the guidelines and policies which are a part of this agreement.

Client Signature(s): _____ Date: _____

Client Printed Name(s): _____