



## CLIENT INFORMATION

Client Names: \_\_\_\_\_ Pet(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address(es): \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Emergency Contact Name(s): \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Veterinarian Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

**Interested in:** \_\_\_ Pet Sitting Visits \_\_\_ Overnight Stays \_\_\_ Walks \_\_\_ Hikes \_\_\_ Dog Park Visits \_\_\_ Pet Taxi

**How did you hear about us?** \_\_\_ Web Search \_\_\_ Yelp \_\_\_ Current Client or Other \_\_\_\_\_

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

## POLICIES & GUIDELINES

- 1. Pet Care Instructions.** The above-named human(s) (referred to hereafter as “Client”) authorize Mixed Company to perform pet care services as outlined in these Policies & Guidelines and Pet Profile(s). Updates to instructions can be made at in-person consultations, by written contact with Mixed Company or by accessing the online client portal.
- 2. Veterinary Care.** Mixed Company will attempt to contact the client prior to obtaining veterinary care. However, in case of emergency or if the client cannot be reached, client authorizes Mixed Company employees to obtain veterinary care if deemed necessary by the pet care provider. Client accepts responsibility for charges related to veterinary care and authorizes the care provider to use an alternative veterinarian in the event the regular veterinarian is unavailable.
- 3. Medical Expenses.** Client will be responsible for medical expenses and damages resulting from an injury to the care provider or other persons or animal(s) caused by client’s pet. Client agrees to hold harmless the care provider in the event of a claim by any person or animal(s) injured by his/her pet.
- 4. Inclement weather.** Mixed Company will contact the client if conditions make it dangerous or impossible to reach client pets for scheduled services. If the client cannot be reached, Mixed Company may contact the client’s local emergency contact. As soon as possible, Mixed Company will resume scheduled services. In case of severe weather, pets residing outdoors will be brought indoors if access to water and/or safe levels of heat or cooling are not available outdoors.
- 5. 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.
- 6. Privacy and Security of Property.** Mixed Company will make every effort to secure client property according to the client’s instructions. The care provider will not bring non-employees of Mixed

Company onto the property without client permission unless an emergency requires assistance. Mixed Company accepts no responsibility for security of the premises if client allows other persons access to the home during pet care service periods. Client should notify the care provider if someone will be in the home and should also notify visitors that the care provider will be coming.

- 7. Damage to Client Property.** Mixed Company will not be held responsible for any damage to property caused by client pets. Client should advise Mixed Company of known behavior concerns.
- 8. Key Release and Return.** If client authorizes Mixed Company to use a key or garage door opener to access the property during pet care services, it is recommended these be exchanged at the Free Consultation. There is a \$10 fee if a pet sitter needs to make a separate trip to retrieve or return items outside of a scheduled pet care visit. Client should provide 2 keys/clickers when possible, unless key is being hidden on the property or a lockbox/door code is being used. Client understands a garage door clicker will not be sufficient in the event of a power outage.
- 9. Personnel.** Mixed Company's goal is for client pets to build a relationship with their sitter(s). Should the regular sitter(s) be unavailable due to scheduling conflicts or changing circumstances, Mixed Company will provide the client with the new sitter's contact information and relay routine instructions to the new sitter. When necessary, Mixed Company employees may shadow one another on visits to help pet clients feel more comfortable with transitions. Additional 15 to 30 minute sitter interviews requested after the Free Consultation are billed at \$15.00.
- 10. Cancellation.** To cancel a service, the client should email mixedcompanypets@gmail.com or text 801-712-0223 by 5 pm the night before. If notification is not received by this time, the client will be billed and the sitter will be paid for setting aside the time. At Mixed Company's discretion, cancellations due to severe weather or emergencies may justify a free cancellation.
- 11. Deposits or Prepayments.** Mixed Company offers the benefit of billing after the service. However, in certain circumstances such as busy holiday periods, long pet sitting stays, or first-time clients, a prepayment or non-refundable deposit may be requested on a case by case basis.
- 12. Rates.** Current prices are listed on Mixed Company's website, [www.saltlakecitydogwalking.com](http://www.saltlakecitydogwalking.com). Should a client's rates differ from these due to his/her individual situation or a company-wide rate change, the client will receive notice before service begins. Rates are subject to change if additional services are requested by the client or made necessary for the safety of client pets.
- 13. Billing.** For regularly scheduled clients, invoices are emailed the last week of each month and payment is due by the 10<sup>th</sup> of the following month. For pet sitting services, payment is due 10 days after completion of the service. 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. Payments can be made via credit card, debit card, Venmo or Zelle. Payment instructions will be included on your invoice.
- 14. Holidays.** An additional \$5.00 per service or \$10.00 per overnight 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.
- 15. Future Services.** Client authorizes this contract to be valid approval for future services so as to permit Mixed Company to accept verbal, written or online reservations and instructions without additional signed contracts. Mixed Company reserves the right to terminate this contract at any time; likewise, client may terminate this contract at any time.
- 16. 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.

Client(s) have read and agree to the guidelines and policies which are a part of this agreement.

Client Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_

Client Printed Name(s): \_\_\_\_\_