

# LB & JB's Sugar Max Pet Care

## Client Service Agreement

### General:

For the purpose of this document, the terms Client, Pet Owner, Owner, and Customer are synonymous with the person contracting the services of Sugar Max Pet Care. Sugar Max Pet Care (SMPC) refers to the company and any of its representatives.

Either party may terminate the business relationship at any time, for any reason, but all outstanding balances on Owner's SMPC account must be paid immediately. SMPC considers integrity to be a core value and strives to always do the right thing. Clients are clients of SMPC, not of the employees or contractors. As such, it is expected that Owner will contract work directly through SMPC and not privately with any SMPC representative. If Owner works privately with a SMPC representative, not through SMPC, that representative will not be insured and bonded through SMPC and will no longer be working with SMPC. SMPC will consider the business relationship with Owner to be terminated.

In the event of an emergency involving the health of any pet being cared for by SMPC, Owner authorizes SMPC to obtain emergency veterinary care. SMPC will make every effort to use a veterinarian specified by Owner, but Owner authorizes SMPC to secure veterinary care elsewhere as SMPC deems necessary in the situation. Owner authorizes SMPC to incur veterinary costs on behalf of Owner. Owner agrees to indemnify and hold harmless SMPC from any liability arising from such veterinary charges. Owner may incur an additional cost for SMPC to transport pet(s) to veterinarian and/or wait at veterinarian. Unless specified in writing by Owner to the SMPC office, Owner warrants that pet(s) are current with all vaccinations.

SMPC's insurance company shall be wholly liable for all claims of injury, death, damage or loss to Owner's pet(s) or property, and SMPC shall have no further liability to owner. As further consideration for the services rendered, Owner agrees to waive and release SMPC and/or their representatives, other than SMPC's insurance company, from any claim for injury, loss, and/or death of Owner's pet(s) and from any claim for loss and/or damage to Owner's property including, but not limited to, that caused by Owner's pet(s). Owner agrees to be responsible for any claim for injury, loss, and/or death of representative of SMPC caused by Owner's pet(s) and/or Owner's property. Owner agrees to be responsible for any damages done at home of any SMPC representative by Owner's pets at time of boarding or day/evening care performed at the home of SMPC representative.

For the safety and well being of your pet(s), security of your property, and liability issues, third parties should not be on the Owner's premises during the service dates except SMPC representatives. Written notification of persons who need to be on the property (family/friends, contractors, etc.) during service dates must be sent to SMPC prior to onset of service. SMPC's insurance company may not be liable for any claim of injury, death, damage or loss to Owner's pet(s) or property if any third parties are on Owner's premises during the term of SMPC's pet care assignment. The police will be called on all intruders that have not been previously authorized by Owner to SMPC.

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**Home Access (applies only to services requiring access to Owner's home):** Two keys are needed at the initial consultation. If a 2<sup>nd</sup> key is not provided, SMPC will have one made at a cost of **\$10 per key** to the Owner. SMPC will properly secure and retain keys/any necessary access codes to Owner's property until such time as Owner wishes them returned. Keys can be returned in the following ways:

- No fee if keys are returned at time of scheduled service
- \$18 fee if SMPC representative picks up or drops off keys outside of a scheduled service. Keys will ONLY be returned in person to Owner/Owner's authorized representative
- Certified Mail: Owner agrees to pay the cost of postage only
- \*\* SMPC will not "leave" the key indoors at the last visit. If Owner requests the keys to be left outside the residence, this request must be made in writing to SMPC main office and Owner agrees that SMPC will not be liable for any claims resulting from this key return request.

**Requesting Services:** Please make all service requests through the main office by email to [LB@sugarmaxpetcare.com](mailto:LB@sugarmaxpetcare.com) or by phone call to (972) 530-5360. Clients are welcome to inquire directly with the sitter regarding their availability for specific services but please make your formal request through the office to avoid confusion. All special requests should be communicated through the main office and be reflected on the Service Order that will be sent to the Owner for review upon booking.

### **Additional Fees:**

**Holiday Fees:** Our professional sitters are dedicated to providing care for your pets even over the busy holidays. The following holiday fees help us to give them a bonus for being willing to work over the holidays.

- \$15 fee is charged for service on the following holidays (actual day): Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas, New Year's Eve, and New Year's Day.
- \$5 holiday fee charged for the days surrounding each of these holidays: Easter (Friday and Saturday), Memorial Day (Friday, Saturday and Sunday), Fourth of July (if it falls on a weekend, days affected will be discussed when booking), Labor Day (Friday, Saturday and Sunday), Thanksgiving (Wednesday, Friday, Saturday and Sunday), Christmas Eve/Christmas (12/23 and 12/26), New Year's Eve/New Year's Day (12/30 and 1/2).
- These fees are per day, not per visit, and apply to all bookings on each of these dates.

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**Rush Fees:** Things happen and there's not always ample notice. We make every effort to accommodate last minute requests from our clients but a rush fee will be charged to help offset the administrative costs associated with last minute requests.

- Non-holiday: \$15 with less than 24 hrs notice before onset of needed service
- Holiday (holidays listed above): \$20 with less than 72 hrs notice before onset of needed service (fee is higher due to the increased client needs and busy schedules over holidays; last minute requests are much more difficult to process during these times)
- New Client Onboard with less than 72 hrs notice before onset of needed service: \$25

**Early Morning/Late Night Fee:** An additional fee of \$7.00 will be charged for each visit needed before 8:00 A.M. or after 9:00 P.M.

**Emergency Visits:** *Emergency calls between Midnight and 6:00 A.M. are billed at DOUBLE the listed per visit rate regardless of the cause of the emergency.*

**Declined Credit Cards/Returned Checks:** If a payment to SMPC is returned and SMPC incurs a fee for the declined credit card or returned check, Owner agrees to reimburse SMPC for the full amount of said fee.

**Supplementary Food and Supplies:** Owner will provide all pet food, medications, pet care supplies, and pet safety items (secure collar with tag, harness/halter or non-retractable leash). SMPC will purchase additional food and/or supplies for pet(s) on Owner's behalf if needed during service. Owner agrees to reimburse SMPC for said additional food and/or supplies, and any additional time compensation to the sitter, if applicable. Cost will be added to invoice and receipts will be supplied.

**Cancellation Policy:** Our professional sitters/boarders have reserved time and/or space for your service and may have turned away other assignments. We kindly request that any cancellations be made as far in advance as possible. Our cancellation policy is as follows:

- Non-weekly dog walking/pet visit/boardings clients (non-holiday): at least 48 hours prior to the onset of service; cancellations made after that time will incur a charge for all visits scheduled to occur within that 48 hour window.
- Weekly dog walking/pet visit/daycare clients (non-holiday): by 9 a.m. on the day of the service for service scheduled for 1 p.m. or later; at least 4 hours notice for service scheduled prior to 1 p.m.; cancellations made after that time will incur a charge for all visits scheduled that day.

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- Vacation Coverage (non-holiday): Early returns require 24 hours notice to avoid charges for scheduled visits.
- Holidays (only holidays mentioned in holiday fee section): (1) cancellations made 15 days or more prior to the onset of service will not incur a charge; (2) cancellations made 7-14 days prior to the onset of service will incur a charge for 50% of all scheduled services; (3) cancellations made 6 or less days prior to the onset of service will incur a charge for 100% of all scheduled services. Please note that this policy applies to early returns as well.

### **Private Boarding & Doggie Daycare Guidelines**

- Boarding/Daycare Consultations are required prior to the first day of boarding. These consultations are for the pet parents, pet client, and boarding sitter to meet in the sitter's home and go over care instructions. Pet clients are NOT introduced to other pets at this consultation. Per SMPC policy, all introductions are handled slowly and safely after boarding begins. This is the best way to start a positive relationship between dogs. Some dogs require more time to warm up and that time and space will be honored.
- SMPC loves all sizes and all breeds of dogs! However, we will never accept aggressive dogs for private boarding/daycare, no matter how small.
- Private boarding rates are based on a daily rate, not a nightly rate; half day rates are available on 1<sup>st</sup> and last day depending on drop off (after 6P) and pick up (before 12P) times.
- Private daycare rates are based on full day; no half day rates are available.
- All dogs should be wearing ID tags and preferably be microchipped & registered.
- Pet must be current with all vaccinations, free of any intestinal parasites, and current on flea/tick preventative; vet record to be provided to office to finalize reservation.
- All boarding & daycare dogs over 6 months of age must be spayed or neutered.
- Due to the vaccination requirement, puppies who are too young to have received their full schedule of vaccinations will not be able to stay with us.
- For the best possible experience for the pet and a strong, long-lasting relationship with SMPC, please disclose any behavior issues, housebreaking challenges, anxiety tendencies, and any other issues (including bite history with people or animals) that should be monitored so precautions can be taken.
- Any current or recent illnesses or injuries should be disclosed to SMPC.

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- Animals are sometimes unpredictable and there is a possibility of injury to another animal or person. If Pet causes injury to another pet during boarding or daycare with SMPC, Pet Parent agrees to reimburse SMPC for the resulting vet & medical expenses of the other pet or person.
- The following items should be brought with your pet for boarding: sufficient amount of food, treats, supplements and medications, crate (if necessary), pee pads (if used). You are welcome to bring toys and anything else your pets want to feel comfortable during sleep over with us. If Pet is male and prone to marking, a belly band may be used during Pet's stay with Pet Host.
- Private boarding & daycare space is very limited to ensure that each Pet receives individual attention and space. When our space is full, it's full.
- Pets are not left alone inside the home without supervision for extended periods of time; additionally, pets will not be left alone and unsupervised outside in backyard for longer than 20 minutes at any time.

By signing below and proceeding with services, you are acknowledging and agreeing to the policies of Sugar Max Pet Care contained in this document. Not all items will apply to your particular service every time you book (for example, we wouldn't need a key to your home if you were only dropping your dog off for private boarding), but all company policies are provided to all clients who book services.

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Printed Name of Owner

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Signature of Owner

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Date