



Pack Leader, Plus... **Service Agreement- Terms and Conditions**

The parties herein agree as follows:

This is an agreement between Pack Leader, Plus... and _____ for the home and pet care services beginning on ____/____/____, and thereafter on an as-needed basis. Pack Leader, Plus... agrees to provide services as stated in this agreement in a trustworthy, reliable and caring manner. Also, a surveillance “Fuzzy Cam” video will be provided to the client in reference to services agreed for.

Pet Care

1. Client authorizes Pack Leader, Plus..., it's owner and/or associate pet care providers to perform care and services as outlined in this agreement and the Home and Pet Care Guidelines, which are part of this agreement.
2. Pack Leader, Plus...is authorized by signature below to seek emergency veterinary care with release from all liabilities related to transportation, treatment and expenses. Should specified veterinarian be unavailable, client authorizes Pack Leader, Plus... to approve medical and/or emergency treatment and expenses with any available veterinarian or animal hospital facility. Client agrees to pay any and all expenses due, per the care of their pet.
3. Client authorizes Pack Leader, Plus... to use his or her best judgment in caring for pet(s) and home in the event of natural disasters, severe weather or other circumstances out of the pet care providers control. With signature below, this includes giving full permission to Pack Leader, Plus... pet care provider, to act in client's place and to have authority, if the fire department, police department or other official parties are required to assist with emergency or unusual circumstances during the pet care providers assignment.

Payment

1. The standard fee for your pet care is \$_____. Plus, \$15 surcharge for qualifying holidays. (July 4th, Thanksgiving, Christmas Eve/Day, New Years Eve/Day) Or if there is a family emergency, that takes you out of town. Additional services, surcharges or provisions may be incurred when applicable. Rates are subject to change, whenever Pack Leader, Plus... has an increase in cost of operations.
2. All holiday or vacation bookings of *5 or more days* require a *non-refundable 50% deposit* of the total fee. The booking needs to be *30 days ahead of scheduled time* of vacation. The balance shall be paid in full, at the time of the first visit to the home, either by cash or PayPal/credit card. All PayPal or credit card transactions can be done through Pack Leader, Plus... website: www.packleaderplus.com.

The Travel form and Vet Release form must be completed and submitted to Pack Leader, Plus... prior to travel date.

3. Client agrees to pay for any and all veterinarian bills, that are unexpected and/or necessary for veterinarian care, items for the home/pet care, pet food, or other supplies. (\$25 per hour fee will be additionally billed to client for pet care provider performing emergency treatment assistance, that is needed.)

Cancellations

1. ***Cancellation of services must be requested at least 24 hours in advance of the date. It must be done by phone to Pack Leader, Plus...pet care provider.***

2. Returning home earlier than planned without notification, or failure to check-in upon arriving home, will forfeit a refund or incur charges for additional visit(s) made to the home. All clients **MUST CALL TO CHECK-IN** to advise they are home to take over care of their pets, without exception.

Liabilities

1. Pack Leader, Plus... and the pet care provider(s) cannot be held responsible for any mishaps, claims, and/or expenses attributed to the destructive or unpredictable behavior of the client's pet(s) that cause damage to the client's home/property and/or a neighbor's home/property. (i.e. biting, furniture damage, accidental death, etc.) Nor can we be held liable for injury, disappearance, death, or fines of pet(s) with access to the outdoors. The pet care provider of Pack Leader, Plus... will be held harmless for complications in administering medications to pet, including accidental injury or death of pet(s).

2. Client expressly waives and relinquishes all claims against Pack Leader, Plus... and its associate pet care providers, except those arising from negligence or willful misconduct on the part of the Pack Leader, Plus... pet care provider.

3. Most, if not all, pet care visits will be under surveillance with a Fuzzy Cam and will then be provided to the client through a secured account, on our website, for their personal review.

4. In the event of personal emergency or illness of pet care provider. Client authorizes Pack Leader, Plus... or pet care provider to arrange for another qualified person to fulfill responsibilities as provided by this agreement.

5. ***Should a pet care provider be bitten or otherwise exposed to any disease, ailment, or injury from Client's animal or premises, it will be the Client's responsibility to pay all costs and damages incurred by the victim. Serious bites must be reported by law.***

6. Pack Leader, Plus... reserves the right to terminate this agreement at any time before or during its term for any reason. If Pack Leader, Plus... pet care provider, in its sole discretion, determines that Client's pet(s) pose a danger to the health or safety of a pet care provider, or if these concerns prohibit pet care services to continue, the Client authorizes pet(s) to be placed in a kennel or in veterinarian care, with all charges paid by the client.

7. In the event Pack Leader, Plus... pet care provider is required to employ a locksmith to gain entry into the Client's premises due to: Malfunction of lock(s), key breakage, Client fails to leave a key or absence of key in pre-determined location, lockbox codes were changed without notice or malfunction, or are inoperable due to power outages, ***the Client agrees to pay for all costs incurred, plus \$25 per hour for time spent to gain access.*** With signature below, Client gives Pack Leader, Plus... authority to employ a locksmith if needed for any of these circumstances.

Client authorizes this signed agreement to be valid for future services by Pack Leader, Plus..., permitting telephone or email reservations to be accepted and gives authorization to enter premises without further signed agreements.

I have reviewed this service agreement and the Home and Pet Care Guidelines for accuracy and understand its contents.

Client _____ Date ____/____/____

Pack Leader, Plus... pet care provider _____