**A close up of a logo

Description automatically generatedAll Animal Pet Care Services (AAPCS)**

**AAPCS Service Agreement**

**This service agreement, along with corresponding pet schedules must be completed in full, signed, and provided to All Animal Pet Care Services prior start of service.**

* *AAPCS* and pet consultants agree to provide services stated in the attached service agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against *All Animal Pet Care Services,* its pet consultant’s heirs and assigns.
* *AAPCS* does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to client’s animals. Further, if an *AAPCS* pet care provider is harmed or injured by the client’s animals, the client/owner accepts full responsibility for any necessary medical attention required by the *AAPCS* provider or by the animals.
* *AAPCS* and its pet consultants will not be responsible for damages caused by other persons having or have gained access to the client home during service period.
* *AAPCS* cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc.
* *AAPCS* cannot be responsible for animals that bite, suffer an accidental death, or escape.
* *AAPCS* cannot be responsible for any complications a pet may suffer or actions of a pet while they are unattended.
* *AAPCS* or its pet care providers shall not be held responsible for the loss, injury, death, or actions of any pet.
* The client understands that all pets must have a veterinarian and all pets must be up to date on vaccinations that are required by law.
* Client agrees to reimburse *AAPCS* for all costs (including, but not limited to, medical care, transportation, hourly rate, and any other fees) associated with a sick or injured animal requiring veterinary care.
* *AAPCS* does not accept aggressive animals.
* Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if the client’s pet should bite another person or animal.
* *AAPCS* will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All dogs must be walked on a leash or harness, no exceptions.
* *AAPCS* does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
* Client is responsible for making arrangements for snow removal. Visits may not be made in excessive snow- or ice-covered driveways, street, and/or walkways because of safety concerns.
* Cancellation clause: *Cancellations* If the client cancels service in whole or in part after start of service for any reason (commencing upon arrival of first visit), client forfeits the entire visit fee. For services already performed, AAPCS will not provide a refund. If AAPCS cancels services, client will receive a 100% refund unless the cancellation is for a violation of the agreement terms. A service agreement terms violation incurs a 100% loss of fee.

By signing below, the client has been informed and agrees to the guidelines and policies contained herein and releases All Animal Pet Care Services, its employees, contractors, heirs and assigns from any liability that may arise in performing contracted services.

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Client Printed Name Service Dates

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Service Address AAPCS Representative

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Client Signature AAPCS Representative Signature

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Date Date

**Key Release**

­­­\_\_\_\_\_\_Key code for entry will be used. Code #­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_Physical key(s) provided. Keys will be left on last day of service unless prior notification is made. Location­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A close up of a logo

Description automatically generatedGeneral Guidelines and Policies**

**All Animal Pet Care Services** provides quality and loving home care while owners are away. Whether you go on vacation, a business trip, need a mid-day visit to walk, feed, cuddle or medicate your pet **All Animal Pet Care Services** will be there when you can’t be.

Regular operating hours are between 7:00 am through 9:00 pm daily.

*Visit and/or walking times.* *AAPCS* will visit at the times requested by the client as closely as possible. Visits/walks may be shifted to accommodate scheduling requirements, inclement weather or other unforeseen circumstances.

*New clients* An-home interview is required prior to *AAPCS* accepting service reservations for all new clients. During this visit, we will get to know you and your pets and assess your needs. During this meeting we will also review the pet information schedules you completed beforehand and sign service agreement and waivers. At this time, we will require a house key. If you have an entry code, please be sure to include it on your information sheet. **Please have client and pet profiles completed for this initial visit which are found on our website** [**www.allanimalpetcareservices.com**](http://www.allanimalpetcareservices.com) **under Let’s Get Started… then Forms.**

*Reservations* It is best to plan a couple of weeks in advance to obtain services on the dates you desire. Holidays are very busy times and should be booked as far in advance as possible. A surcharge is required for visits on holidays.

*Cancellations* If the client cancels service in whole or in part after start of service for any reason (commencing upon arrival of first visit), client forfeits the entire visit fee. For services already performed, AAPCS will not provide a refund. If AAPCS cancels services, client will receive a 100% refund unless the cancellation is for a violation of the agreement terms. A service agreement terms violation incurs a 100% loss of fee.

*Client Keys/Security Codes* All client house keys/codes are kept in a secured lock system and coded for confidentiality. A working house key is required for all clients during scheduled service. Key will be obtained during initial visit when service is scheduled. In case of power outage, electric garage doors or other electric locks, may not be operable and prevent access to your pets. If you will become a regular service client, we suggest having *AAPCS* retain a house key for convenience. Otherwise, AAPCS will arrange to drop off the key following your service period at a mutually convenient time.

*Communication* It is important that we be able to get in touch with each other during your absence. We will only accept extensions of service by direct confirmation.

*Emergency Contact* It is suggested that the client provide the name and phone number of a person living nearby with access to your home. *AAPCS* and the pet consultant will keep a copy of your emergency contact with them (your name + contact name and phone number). If we are physically unable to drive to your home, this information is needed so we can contact this person to request their assistance to check on your pets(s). We will make every attempt to keep your pet’s schedule; however, during inclement weather visit times may vary.

*Privacy Policy* At *AAPCS* your privacy is important to us and we have requirements and policies we have put into practice:

* We do not divulge the identity of our clients to anyone outside of our business. If through outside measures, people know you are a client of ours, they would not know the exact dates of service we provide to you. If a person arrives at your house while we are contracted with you, we will inform them we are performing services at your request. Beyond that, we will answer no further questions and will not take messages.
* Please notify AAPCS if others will have access to your home during your absence. Relatives, friends, cleaning and maintenance services, etc. The police will be called on all intruders or suspicious acts without exception.
* “Nosy Neighbors” If you have a concerned neighbor, please inform them that AAPCS will be providing services during your absence to avoid any difficulties with law enforcement.

***AAPCS Pet Care Policy***

*Aggressive Animals* AAPCS does not accept aggressive animals for any service. We reserve the right to refuse service to pets that *AACPS* considers to be aggressive.

*Control*  All dogs must be walked on a leash (no exceptions). A well-fitting, sturdy collar of nylon or leather appropriate for the size of the dog, or a fitted harness is required. Choke collars, martingale, prong or other types of restrictive collar head harness are not acceptable. A nylon leash of not more than 8 ft in length is preferred. No retractable leashes will be used.

We will not permit your dog(s) to interact with strange or stray dogs. If stray dogs that are off leash approach, we will do our best to minimize interaction and move away from them.

*Pet Waste/Accidents* AAPCS will properly dispose of all pet waste during scheduled visits. We request the client provide waste bags and indicate where you would like waste bags disposed (garbage). In case of pet accidents inside home, we will do our best to clean up the accident using an all-natural product, Nature’s Miracle. Client is required to provide plastic bags, towels, and cleaning products. *AAPCS* is not responsible for damage/stains caused by client pets.

*Medications*  *AAPCS* requires all pets we service to have the appropriate immunizations including; but not limited to rabies and tetanus. Proof of current vaccinations must be made available upon request before service may begin. *AAPCS* care provider will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. *AAPCS* will attempt to administer oral medications only. Excessively shy cats or dogs with medical conditions can be a serious risk and must be thoroughly discussed with *AAPCS* care provider. Under no circumstances will *AAPCS* provide service to an animal that has ANY form of contagious illness. This is for the safety of our care providers, and safety of our clients’ pets.

*Pet Proofing* It is the client’s responsibility to pet-proof any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices (such as electronic fences and collars) meant to contain the pet or restrict access to specific area. *AAPCS* and its care providers does not assume any responsibility or liability for damage or injury to pet or property the pet may cause while in its home or property.

*Medical Emergency* If during the service contract period, it is determined by the care provider that the pet is ill or injured, your pet consultant will immediately contact you. *AAPCS* reserves right to make basic medical decisions to determine the nature and severity of the illness/injury. Observable signs can include but not limited to: elevated temperature, labored breathing, choking or vomiting more once an hour, lethargy, bloating of the stomach, bleeding from a wound, mouth or nose, white or yellow mucus membrane, poor capillary refill or dehydration using a skin pinch. *AAPCS* will make every effort to contact the owner, and the pets’ veterinarian on record. If the veterinarian cannot see the pet, *AAPCS* will contact an emergency veterinary clinic for treatment. The client agrees to pay any and all veterinary costs and any additional charges from *AACPS* for time and transportation.