



## TERMS & CONDITIONS (Vacations)

The parties herein agree as follows:

1. This contract will take effect upon signature by both Client and Veteran Pet Care - AKA "Company" and will remain in effect until terminated by either party as provided below in Item 10. The **first** scheduled service period is from \_\_\_\_\_ through \_\_\_\_\_. Client may make telephone reservations for additional service at any time during the term of this contract, subject to Company availability. All scheduled visits will be governed by all the terms of this contract. We appreciate as much advance notice as possible, but will make every effort to accommodate all requests. In the event of early return home, Client must notify Company promptly to avoid being charged for unnecessary visit(s).
2. The fee per overnight stay is \$\_\_\_\_\_. The fee for drop in visits is \$\_\_\_\_\_. The total number of overnights is \_\_\_\_\_. The total number of drop in visits is \_\_\_\_\_. Convenience Fee is \_\_\_\_\_. Miscellaneous Fee \_\_\_\_\_. **TOTAL FEE expected for the service period is \$\_\_\_\_\_.** To the extent additional visits are requested or approved by client, or otherwise authorized under this Agreement, such additional visits will be charged at the same per visit rate set out above.
3. **CANCELLATION POLICY-Cancellations must be received within 48 hours of scheduled visit or a cancellation fee of 50% of the remaining TOTAL FEE will apply.**
4. Company is authorized to perform care and services as outlined on this contract. Both Company and Client recognize that the welfare of the animal is the highest priority. If in Company's judgment additional services become necessary during the service period to properly care for the animal, Company will first make reasonable attempts to contact Client. If Client cannot be contacted for whatever reason, Company is authorized to undertake such additional steps as may in the reasonable judgment of the Company be necessary or appropriate for the health and welfare of the animal, including but not limited to (a) additional visits by Company to provide care for the animal; (b) consultation with Client's Veterinarian listed above, or with an emergency veterinary care provider should Client's Veterinarian be unavailable; (c) authorizing care and treatment as recommended by Client's Veterinarian or an emergency veterinary care provider (excluding euthanasia) up to a maximum cost of \$\_\_\_\_\_; and (d) such other steps as may in the reasonable judgment of Company be necessary or appropriate for the health and welfare of the animal. Client agrees to be responsible for all fees and expenses incurred for care and treatment of the animal pursuant to this paragraph, and releases and holds Company harmless from all liabilities related to transportation, treatment and expense. Client agrees to reimburse Company/Company for any expense incurred, plus any additional fees for attending to animal's needs or any expenses incurred for any other home/food/supplies needed.
5. In the event of inclement weather, natural disaster or circumstances beyond our control, e.g. acts of terrorism, etc., Company is entrusted to use best judgment in caring for pet(s) and home. Company/Company will be held harmless for consequences related to such decisions.
6. Company agrees to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AGAINST COMPANY/COMPANY ARISING OUT OF OR RELATING TO THE PROVISION OF SERVICES HEREUNDER, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF COMPANY/COMPANY. SHOULD COMPANY OR ANY AUTHORIZED PERSON ACCOMPANYING COMPANY SUSTAIN ANY INJURY, DISEASE OR OTHER HARM IN THE COURSE OF PROVIDING SERVICES HEREUNDER, CLIENT WILL INDEMNIFY COMPANY/COMPANY AND HOLD IT HARMLESS WITH RESPECT TO ALL LOSS, EXPENSE AND DAMAGE CAUSED THEREBY, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF COMPANY/COMPANY.

7. Client acknowledges that payment is due prior to services being rendered.
8. In the event of personal emergency or illness of Company, Client authorizes Company to arrange for another qualified person to fulfill responsibilities as set forth on this contract. In such case, Company will remain fully responsible for the proper discharge of all services under this Agreement. Every attempt will be made to notify client regarding such situation.
9. All pets are to be currently vaccinated.
10. Company and Client each may terminate this contract at any time by written notice to the other. Company will be entitled to payment for all services rendered until notice of termination is received, and for any transition services reasonably required to provide for the health and welfare of Client's pets. Company will not terminate during a period of scheduled service unless Company determines, in his/her sole discretion, that a danger exists to the health or safety of Company. If such concerns preclude Company from providing further care of the pet, then Client authorizes pet to be placed in a kennel, with all charges therefrom to be charged to Client. Every attempt will be made to notify Client regarding such situation.
11. Client acknowledges that by signing below, he/she is providing written approval for the provision of services by Company during any service period scheduled by Client and accepted by Company. Upon such scheduling and acceptance, Company/Company will be authorized to enter Client premises and perform services without additional signed contracts or written authorization and to accept telephone reservations for future visits.

**Please note:** Due to a pet's excitement to see us, "door darting" may be attempted by a pet. We take every precaution to prevent this from occurring, but do require that all dogs and cats under our care wear an ID tag (or collar) stating their name and your phone number.

I have reviewed this Service Contract in its entirety. The information provided by me is complete and accurate and I agree to all its terms and conditions as set out above.

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Client Signature

Date

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Company Signature

Date