



# SERVICE CONTRACT

Thank you for choosing our service. Our goal is to make your furry family member(s) as comfortable and as happy as possible while you are away. I hope that you enjoy having your pet(s) pampered by Metro-Pet Services. If your experience is satisfactory please feel free to refer us to your friends and neighbors. *If you have time, a letter of reference is always appreciated.* The following is a list of some of our policies and procedures. If you have any questions, please feel free to ask. Your complete satisfaction is our goal!

1. **BUSINESS HOURS.** Our office hours are between 8 a.m. and 5 p.m. CST Monday to Friday (excluding holidays). Any emergencies or urgent needs may be addressed by calling 214-208-3286 and leaving a message – by marking it urgent it will begin calling the on-call sitter.
2. **COMPLETION of TRIP. Please remember to call or text 214-208-3286 within 2 hours of your return from your trip;** at ANY hour to confirm that you have returned. Otherwise, we might continue visiting to assure the safety and well-being of your pet(s), causing additional trips to be added to your bill.
3. **RESERVATIONS.** Always confirm your reservation with us in person, by phone or via email. **We cannot accept an unconfirmed message as a reservation.** This ensures that we won't miss your message and your pet(s) won't be left unattended.
4. **PAYMENT AND DEPOSIT. We are a Pre-Paid Service.** We are happy to accept payment by check made payable to Metro-Pet Services or by credit card via our online payment option. Your dates are not secured until we receive payment in full. **Metro-Pet Services reserves the right to refuse service for nonpayment. Services will resume as soon as payment is made.**
5. **CANCELLATION POLICY.**
  1. **Vacation Visits.** Except for holiday periods, cancellations for vacation visits may be made up to 72 hours in advance of your trip. After that period, there will be a cancellation fee of \$25. During holiday periods, 100% payment is due to secure your reservations; cancellations 14 or more days in advance will receive 100% of the deposit back; cancellations 13 days or fewer in advance will receive 50% of the deposit back.
  2. **Mid-Day Walks.** Please call the office 24 hours in advance should you find you will not require a walk. This allows us time to revise our schedules. You will be credited for the walk as long as we receive notice a minimum of 24 hours in advance to the scheduled walk; otherwise you will be charged 100% of the day's fee.
6. **INCLEMENT WEATHER POLICY.** During inclement weather we take every necessary step to make certain that your pet's personal care is uninterrupted. Please make certain that we have a safe way to enter your home by clearing sidewalks and stairs. If the school system in your county closes, all walks will be cancelled at no charge to you. If your company closes or you choose to stay home, please contact our office by 9 a.m. in order to allow time for your service to be cancelled and avoid being charged for that day's service.
7. **VISIT HOURS.** Morning visits for dogs occur between the hours of 7 a.m. and 10 a.m. Midday visits for dogs occur between 11 a.m. and 3 p.m. Dinner visits between 4p.m – 7p.m. Evening visits for dogs occur between 8 p.m. and 10 p.m. Cats will be visited at approximately the same time each day depending on their location and specific needs. Clients may schedule a two hour window for each visit. For example, if you want a noon visit, request an 11 a.m. to 1 p.m. time slot.
8. **FRIENDS AND FAMILY ACCESS.** It is our preference that no person enters the home while we are caring for your home and your pet(s). While we understand this is not always possible, it's important you understand that any entry by a non-Metro-Pet Services employee or contractor negates our liability insurance coverage for your home and your pet(s). Metro-Pet Services allows friends and/or family to visit your pet(s); however Metro-Pet Services is not responsible for any damages incurred to or in your home or to your pet(s) during any time period that anyone other than Metro-Pet Services has access to your home or your pet(s). **PLEASE NOTIFY METRO-PET SERVICES IF ANYONE ELSE WILL HAVE ACCESS TO YOUR HOME OR PET(S).**
9. **ADDITIONAL FEES.** There will be a \$36.00/hour delivery fee if Metro-Pet Services needs to pick up supplies for your pet(s) (minimum 1 hour). Please remember to leave adequate (or more!) food, litter, leash etc. for your pet's needs.
10. **HOLIDAYS.** There will be an additional \$15 per day fee added to the regular daily fees charged for services on the following Holidays: New Year's Day, Easter Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. **50% of this fee is given to your sitter as an incentive to work on holidays the other 50% for the on-call emergency phone.** Regular mid-day walks do not occur on holidays, unless separately scheduled.
11. **EMERGENCY SERVICE.** Sometimes emergencies do arise, generally we ask for 72 hours' notice for services to be rendered. Feel free to inquire about last minute services, Availability is on a first come first serve basis, and will incur a "LAST MINUTE" fee of \$10 if requested with less than 3 days' notice.
12. **RETURN CHECK CHARGE.** Client agrees to pay a \$25 fee for each check returned by Client's bank regardless of the reason.
13. **KEY PICK-UP AND RETURN POLICY.** Metro-Pet Services will retain two copies of your key at the time of Contract signing. One key is kept in safe keeping for emergency use and the other key is checked out to your sitter. All keys are kept with a secret code identifying you and your address. Your keys will be returned within **10 days** of the end of Contract period at your request only. There will be a \$15.00 key return fee for this service. It is suggested that Client allow Metro-Pet Services to retain your keys on file for future pet sitting needs, otherwise a charge of \$15 will be assessed for key pick up.
14. **UNSECURED PET(S).** Metro-Pet Services will not be liable for free-roaming outdoor pet(s) (i.e., cats, dogs left out in the yard, or with access to a doggy-door) in the event of illness, injury, loss or death. It is strongly advised that all pet(s) wear an ID tag with a contact number and that they remain inside the home or confined for their safety and welfare in your absence.
15. **SECURED AREAS.** It is the pet owner's sole responsibility to pet-proof any areas of the home and/or property to which the pet(s) have access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to keep pet(s) inside of or away from any areas pet(s) may have access to. The pet sitter does not assume and has no liability for any injuries the pet(s) may sustain while in its own home or property.
16. **SATISFACTION GUARANTEED.** We work very hard to provide the highest quality service. If there is ever a time when our service is not completely satisfactory, please let us know right away. We will do our best to make it right for you!
17. **TERM OF CONTRACT.** The initial term of this Contract shall be ongoing until Client cancels service. Client warrants and represents that all information provided to Metro-Pet Services in its Client and Pet Profile worksheets (hereby and hereafter called "Client Record") is accurate and agrees to notify Metro-Pet Services of any changes/updates to Client Record. Updates and changes are to be made on Power Pet Sitter.
18. **RETURN.** Client agrees that in order to ensure proper care of both pet(s) and home, that it is Client's responsibility to notify Metro-Pet Services by phone/text once Client has returned home. Should Client fail to notify Metro-Pet Services of return, Metro-Pet Services may continue to provide scheduled service until such notice is received. Client agrees to pay for any additional services based on initial service request.
19. **EARLY RETURN.** In the event of early return home, Client must notify Metro-Pet Services with at least 48 hours' notice to avoid being charged for unnecessary visit(s).
20. **CONTINUATION OF CONTRACT.** Upon Client's request to provide services in the future via phone, email or in person, Client agrees that this Contract shall be renewed or extended in its entirety, without further written authorization. The term of the renewal shall coincide with the service dates as listed on the most recent email confirmation or invoice.
21. **CARE AND SERVICES INCLUDING EMERGENCY TREATMENT.** Metro-Pet Services is authorized to perform care and services as outlined herein and in the most recent Pet Profile or Client Profile on file with Metro-Pet Services. Metro-Pet Services is authorized to approve medical and/or emergency treatment (excluding euthanasia) up to \$1,000 as recommended by a veterinarian. Client agrees to reimburse Metro-Pet Services for expense incurred, plus any additional fees for attending to this need or any expenses incurred for any other home/food supplies needed.
22. **PRICING.** Metro-Pet Services may update its price list at any time without prior notice. Client agrees to pay rates as contract agreement states and/or on company's website, [www.MetroPetServices.com](http://www.MetroPetServices.com) at time reservation is confirmed. Client agrees to pay any additional fees as defined in the price list on the company website for services performed in addition to those agreed to in the initial reservation.
23. **AUTHORIZATIONS.** This Contract authorizes Metro-Pet Services to enter Client's home to provide all services. In the event that Metro-Pet Services is required to employ a locksmith to gain entry into Client's premises due to a malfunction of the lock or a failure of Client to leave a key, it shall be the responsibility of the Client to reimburse for all costs incurred. Client expressly gives Metro-Pet Services the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.
24. **INCLEMENT WEATHER.** In the event of inclement weather or natural disaster, Metro-Pet Services is entrusted to use best judgment in caring for pet(s) and home. Client agrees to hold harmless Metro-Pet Services for damages or liabilities related to any such decision.
25. **LIMITATION OF LIABILITY.** Metro-Pet Services agrees to provide all agreed upon services 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 Metro-Pet Services, any of its employees or Contractors, except those arising from willful misconduct on the part of Metro-Pet Services, its employees or contractors.
26. **INDEMNIFICATION.** Client agrees to indemnify Metro-Pet Services from liability, including attorney's fees, arising from any injury or damage to Metro-Pet Services contractors or employees, third parties or real/personal property of third parties as a result of actions of pet(s). Client agrees to disclose to Metro-Pet Services any known pet aggression behavior and assumes all liability for aggression-related injuries as a result of actions of pet(s).
27. **PAYMENT AND FEES.** Client agrees to pay Metro-Pet Services 100% of the total value of the services before rendering such services. A finance charge of 25% per month will be added to unpaid balances after seven (7) days. A fee of \$25 will be charged for all returned checks regardless of the reason. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.
28. **SUBSTITUTION OF SITTER.** In the event of personal emergency, illness or unexpected unavailability, Client authorizes Metro-Pet Services to arrange for another qualified person to fulfill responsibilities as set forth in this Contract.
29. **PROOF OF VACCINATIONS.** Proof of pet(s) current vaccinations are to be given prior to rendering of services. In the event Metro-Pet Services employee, contractor or third party is bitten by or otherwise exposed to any disease or ailment from Client's pet(s), it will be Client's responsibility to pay all costs and damages incurred by the victim.
30. **UNILATERAL RIGHT OF TERMINATION.** Metro-Pet Services reserves the right to terminate this Contract at any time before or during its term if Metro-Pet Services, in its sole discretion, determines that a danger exists to the health or safety of Metro-Pet Services employee or contractor. If concerns prohibit Metro-Pet Services from caring for pet(s), Client authorizes Metro-Pet Services to place pet(s) in a kennel and Client expressly agrees to pay all charges related thereto.
31. This Contract may be executed in person or via email, and will be deemed effective upon the receipt of a duly executed version as described

Client has reviewed this Contract in its entirety, and Client understands and agrees to its terms.

Client \_\_\_\_\_

Date \_\_\_\_\_

Representative of Metro – Pet Services \_\_\_\_\_

Date \_\_\_\_\_



Tami Guttman | Owner | Metro-Pet Services.com | 214.208.3286 | 2220 Coit Rd. Suite 480-117 | Plano, TX 75075

CONTRACT

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