



Client Contract & Waiver Form

This agreement between **A to Zoomies** and _____
(hereinafter referred to as 'client') who resides at _____ is
effective from _____ to _____

This agreement constitutes permission to enter the above address and perform duties as stated in the client dog walking and/or pet sitting information forms provided. Any changes to this agreement must be discussed by both parties or they will be null and void. A to Zoomies has the right to make any changes to this agreement. With any changes, a new agreement will be presented before any new services are rendered.

Services/Rate: £ _____

Additional Services: _____

Payment for services: Cash [] Bank Transfer []

Key Release: Left on final visit [] Kept by A to Zoomies for future use [] Posted []

Policies and Procedures

The client hereby agrees to the following:

1) Liability Policy:

- ★ A to Zoomies agree to provide services stated in this contract 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 A to Zoomies, unless arising from gross negligence on the part of A to Zoomies.
- ★ A to Zoomies cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc.
- ★ A to Zoomies cannot be held responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- ★ A to Zoomies cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- ★ A to Zoomies shall not be held responsible for the loss, injury, death or actions of any pet that the client has let outside or has instructed the walker/sitter to allow outside while the walker/sitter is not present. This includes pets with doggie doors or outdoor pets.
- ★ The client understands that all pets must have a veterinarian and must be up to date on their vaccinations. Client agrees to reimburse A to Zoomies for all costs (including but not limited to, medical care and lost business) associated with contracting any ailments while exposed to pet(s).
- ★ A to Zoomies does not accept aggressive pets. Client agrees to be responsible for all costs (including but not limited to, medical care, solicitor fees, ect.) if clients pet should bite, scratch, or otherwise injure another person or animal.



- ★ A to Zoomies does not diagnose or make medical decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ★ The client must inform A to Zoomies of any allergies, medications or medical issues of their pet(s) on the forms provided. A to Zoomies are not responsible for the injury, sickness, death, etc, of pets who the client has withheld information for.
- ★ A to Zoomies will not be responsible for any keys the client has asked to be posted.

2) Cancellation Policy:

- ★ Cancellations must be received within 48 hours of scheduled visit in order to be credited for the expected service fee (aside from emergencies.) A to Zoomies reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

3) Emergencies:

- ★ Client agrees to authorise A to Zoomies to handle any emergencies that may arise. A to Zoomies will make every effort to contact the client. In the event the client cannot be contacted, the client authorises A to Zoomies to use their best judgement.
- ★ Client agrees that all costs of emergency situations (including but not limited to, vets fees, additional fuel expenditure, etc) will be reimbursed to A to Zoomies within 2 days of the occurrence.
- ★ A to Zoomies requires the client to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness, and in the event of inclement weather or a natural disaster. A to Zoomies is not responsible for pets in these circumstances.

4) Payment Arrangement:

- ★ Full payment is expected before services are rendered. Payment is expected by the **Friday** before the week of planned services. In the event of additional unforeseen visits or other costs (such as food, supplies, etc), payment is expected within 5 days of the completion of services.
- ★ Our service area is **5 miles** from Bo'ness. A **.50p charge** will incur for each additional mile.
- ★ On bookings **2 months** or more in advance a **30% non-refundable deposit** is required from the time of booking, with the remainder to be paid as above.

By signing below, the client fully understands and agrees to the contents of this agreement:

Client Signature:

Print Client Name:

Date Signed: _____