

**Brandywine Paw Patrol Pet Sitting
Service Agreement and Information Form**

Time Blocks

We work within time blocks, which are preset time ranges within which we will arrive and conduct your selected service. These time blocks are designed to provide timely, well rounded care for your pet. Exact times are not guaranteed.

Kitty and Small Animal Care	AM: 9am - 11am	PM: 3pm - 5pm
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Dog Walking	Mid Day AM: 10am - 12pm	Mid Day: 11am - 2pm	Mid Day PM: 1pm - 3pm	Dinner: 3pm - 5pm
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Pricing

Start-Up Meeting with Key Pick-up - \$20.00 per meeting Key Pick-up or Return - \$15.00 per time

Kitty & Small Animal Care	Dog Walking
- Kitty Care - \$22.00 per visit - Litter Scooping - \$17.00 per visit - Small Animal Care - \$17.00 per visit	- Potty Break - \$17.00 per visit - Exercise Dog Walk - \$22.00 per visit - Feeding Visit - \$22.00 per visit

Add Ons: - Additional Pet - \$2.00 per pet - Medication Application - \$2.00 - Cat Care - \$5.00 - Feeding - \$5.00

- Dog pricing for one dog only. - Cat pricing for up to two cats. - Small animal pricing for up to two small animals.

Medication Agreement

By signing this document, you agree to and understand that all medication instructions must be clearly communicated, stated, and given to Brandywine Paw Patrol before the time of service. You also understand that Brandywine Paw Patrol reserves the right to deny service based on these medication instructions and their capabilities and that they are not liable if a pet does not or will not ingest medication.

Weather Agreement

All services that require your pet to be outside are ultimately determined by the weather conditions. The safety of your pet takes precedence. Inclement or severe weather conditions may restrict time outside during pet sitting and dog walking services. Brandywine Paw Patrol reserves the right to cancel midday dog walks during snow emergencies and other severe weather. Client will be notified well beforehand if this is ever the case.

Payment Policies:

- We only accept payment via credit card. This information will NOT be kept on file and must be given at the time of each order via PayPal link.
- Payment is due upon service request.
- All orders over \$200.00 require a nonrefundable 25% deposit.
- We do not hold credits and only process refunds for orders cancelled within the cancellation policy.
- Any failure to adhere to our payment policies forfeits your right to a refund.

Cancellation and Refund Policies:

- Services cancelled by 9:00pm the day before service begins or earlier are refundable after 25% deposit for orders over \$200.00.
- Services cancelled for same day pet sitting service are non-refundable.
- Services cancelled mid-order by 9:00pm for next day service and subsequent days are refundable with a 25% cancellation charge for cancellation amounts \$200.00 or more on orders of \$200.00 or more.

Pet Sitting Policies:

- Cat and Small Animal Cat Care: at least one visit per day for each subsequent day of service.
- Dog Care: at least three visits per day for each subsequent day of service.
- We will participate in service with other caregivers in the home according to a communicated schedule. We must have the contact information for the other caregiver. We are not responsible for conditions of house and/or pet(s) in circumstances of shared orders with other caregivers, including if client chooses to leave the home unlocked or unsecured in any way.
- Brandywine Paw Patrol reserves the right to use their own leash, collars, and safety equipment.
- You are required to provide accessible, legal parking for your pet sitter. Complications with parking will result in non-refundable visit timing changes.
- You must provide a power outage proof form of entry for each pet sitting order.

Service Requests:

- All requests for services must be placed via our online order form through our website or via email. Phone orders are not available, as we require written documentation and confirmation for each order.
- All service requests are subject to availability.

Last Minute Policy:

- All orders must be placed two days before the time of service requested.
- Orders placed by 9:00pm the day before requested service are subject to a \$5.00 last minute charge per visit, and a \$20.00 last minute charge per overnight.
- Last minute charges are non-refundable.

Same Day Service:

- Same day orders are subject to availability. We cannot guarantee to accommodate same day requests for service.
- Same day service requests will result in an additional \$10.00 rush charge per visit, and a \$30.00 rush charge per overnight.
- Same day scheduling fees are non-refundable.

Holiday Policies:

- All holiday orders must be booked by 6:00pm the Sunday before holiday pricing begins. Honored orders placed after this point will be subject to the same day service and cancellation policy.
- Holidays are subject to a \$5.00 per visit surcharge, and a \$20.00 per overnight surcharge. Holiday surcharges apply to the following holidays: Easter Weekend, Memorial Day Weekend, 4th of July Weekend, Labor Day Weekend, Thanksgiving Weekend, Christmas Week, New Year's Week. See website for exact dates.
- The following holidays are subject to a \$10.00 per visit surcharge and a \$30.00 per overnight charge: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.
- Holiday surcharges are non-refundable.

Home Emergencies

In case of a home emergency, you will be contacted first, followed by your secondary and emergency contacts. If you are not reachable, we hold the right to determine if and how the situation needs to be handled. You will be responsible for payment for any and all services accrued within these circumstances including your service provider's time.

Medical Emergencies

Medical Emergencies: we will call you first in case of a medical emergency, then your vet, to diagnose and handle the medical emergency on hand. If after hour emergency pet medical care is needed, we will take your pet to West Chester Veterinary Emergency Center. All veterinary services will be paid for by the client including any and all fees accrued transporting and handling your pet during this situation. If you are not reachable, we hold the right to determine if veterinary care is needed.

Liability

- Brandywine Paw Patrol is bonded and insured.
- Brandywine Paw Patrol is only responsible for your pet's care during the requested time of service.
- Brandywine Paw Patrol will water your plants, but we are not responsible for the condition of your plants.
- Brandywine Paw Patrol is not responsible if your alarm is set off and for any charges related to your alarm system.
- Brandywine Paw Patrol will follow the agreed upon service instructions. If anything, including the pet, is broken or damaged because of these instructions, we are not liable.
- Brandywine Paw Patrol is not liable if your pet will not or does not ingest medication.
- If there is any damage done due to pet accidents or behavior, Brandywine Paw Patrol is not liable.
- We are not responsible for conditions of house and/or pet if a 3rd party/other caregiver is allowed entrance to the home at any time during the scheduled reservation period, including if client chooses to leave the home unlocked or unsecured in any way.

Aggression and Animal Behavior

- We are not responsible for your pet's behavior on or off its leash, in or outside the home.
- If your dog shows any signs of aggressive behavior, we enact the right to terminate service immediately. It is your responsibility to find and arrange further care for your pet. In this case, you will be responsible for the entire pre-paid service amount.
- By signing this agreement, you state that your pet has never bitten any person or animal and has never shown any signs of aggression toward people or other animals.
- If your dog harms your pet sitter in any way, you are responsible to cover any and all expenses accrued in such circumstances.

Service Agreement

I, _____, agree to the terms of service stated in this document and state that all of the information included in this form is correct and accurate. I understand that these directions will be used as instructions for services for my pet. I understand that this agreement stands for every reservation I make with Brandywine Paw Patrol. By using Brandywine Paw Patrol's services, I agree to all published policies and procedures displayed in this agreement and on their website, and I understand that it is my responsibility to stay up to date on changes to these policies.

Signature: _____ Date: _____

Contact Information

Primary Contact:

Name: _____

Work: _____ Home: _____ Cell: _____

Email: _____

Secondary Contact:

Name: _____

Work: _____ Home: _____ Cell: _____

Email: _____

Is this person authorized to make or change pet sitting orders? ___ Yes. ___ No.

Is this person authorized to make payment on your account? ___ Yes. ___ No.

Is this person authorized to make emergency decision regarding your pet(s)? ___ Yes. ___ No.

Emergency Contact(s):

Name: _____

Phone Number: _____

Has Key: ___ Yes. ___ No.

We ask that you provide us with one emergency contact with a key.

Household Information

Key Information

We ask that you provide us with a power outage proof form of entry to your home (i.e. a tested house key, tested hidden key, etc.). Keys must be tested beforehand as well. Examples of acceptable forms of entry: a tested house key, a battery backed-up door code lock, a key and a garage code, a hidden key, etc. All key pick-ups after the time of the initial start-up meeting will result in a \$10.00 key pick-up charge. All separate key returns after an order is finished will result in a \$10.00 key return charge.

Door Code, Key Code, or Location of Hidden Key: _____

Door code/Garage Code/Opener: _____

What door or entrance should we use to enter your house?

Are there any special instructions for entering your property (i.e. security gate access, location instructions, etc.)? If so, please describe below:

Alarm Information:

Do you have an alarm?

Yes: ____ No: ____

If so, please provide the code sequence necessary to arm and disarm your alarm system:

Arm: _____

Disarm: _____

Will you be leaving the alarm system armed during the time we will be providing service?

Yes: ____ No: ____

Do you wish us to arm/rearm your alarm during our time of service?

Yes: ____ No: ____

Household Information

Location of cleaning supplies: _____

Trash days/handling trash: _____

Handling Mail: _____

Handling indoor and outdoor plants: _____

Parking*: _____

* You are required to provide accessible, legal parking for your pet sitter. Complications with parking will result in non-refundable visit timing changes.

Pet Information

(please print off and fill out a separate page for each pet)

Name: _____

Type and Breed: _____

Age: _____ Color: _____ Sex: _____

Differentiating Markings: _____

Daily Routine: _____

Location of crate, carrier, leash, litter box, etc.: _____

Medications and/or Allergies: _____

Feeding Instructions: _____

Are treats okay? Yes _____ No _____ Details: _____

Vet Information:

Name: _____