

Feathers to Flowers

3157 Kettle Creek Crescent

Victoria, BC

V9B 0K6

250-580-2310

PET SITTING, BOARDING, DOG WALKING SERVICE AGREEMENT

THIS AGREEMENT made this ____ day of _____, _____ (“Effective Date”) by and between Feathers to Flowers (“Contractor”), a sole proprietorship owned and operated by Diana Craveiro

And

[name of client]

[address of client]

[city]

[province]

[postal code]

[home number]

[mobile / cell]

[email address]

(“Client”), on the terms and conditions set out below,

1. Term of Agreement: The term of this Agreement will commence on the Effective Date, and will continue on an as-needed basis until the Agreement is terminated by either party, as provided hereunder.
2. Services: Contractor will provide the services (“Services”) set out in Schedule A attached hereto, with respect to the pet(s) (“Pet(s)”) described in Schedule B attached hereto. Contractor shall provide the Services in a timely, reliable, caring and trustworthy manner.
3. Rates, Fees & Deposits: Contractor will provide the Services at the rates set out in Schedule C attached hereto. Fees for additional services are also listed in Schedule B.
 - a. For walking-related and/or on-going services, payment schedules will be agreed upon with Client and Contractor (Weekly, bi-weekly, advance payments).
 - b. For one-off, short term contracts or boarding-related services, a 50% deposit is required, and final payment must be made on or before day of Clients return. A deposit of **50%** is required at least 7 business days prior to the date on which the Services are first required, with the exception of emergency travel, in which case the deposit is required no later than 24 hours prior to Client’s departure. The balance is due on or before the day of Client’s return. **Holiday visits** require a 50% deposit to reserve dates at least 14 days prior to services beginning.
4. Payments: Payments can be made by Interac E-transfer (diana@featherstoflowers.com), cash, or cheque (Made out to Feathers to Flowers). For on-going services, payments may be made in advance, weekly, or bi-weekly. A returned cheque charge of **\$40** will be charged for all returned cheques.
5. Cancellations
 - a. Regular walk contract cancellations are required by 8 a.m. of that day, if cancellation is made prior to 8 a.m. there is no charge; if cancellation is made after 8 a.m. there is a full visit charge. Short term walk contract cancellations may be made up to 24 hours in advance of a scheduled visit EXCEPT during holiday periods (All Statutory holidays, Boxing Day & New Years Eve apply) Any prepaid deposits will be refunded if cancellation is made prior to the 24 hour period, except holiday reservations. Deposits will not be

Feathers to Flowers

3157 Kettle Creek Crescent

Victoria, BC

V9B 0K6

250-580-2310

refunded for cancellations made AFTER the 24 hour period, or for statutory holidays. DEPOSITS MADE FOR HOLIDAY RESERVATIONS ARE NON REFUNDABLE.

- b. Boarding-related services cancellations may be made up to 7 days in advance of a scheduled first visit, EXCEPT during holiday periods**. Any prepaid deposits will be refunded if cancellation is made prior to the 7 day period. Deposits will **not** be refunded for cancellations made after the 7 day period. DEPOSITS MADE FOR HOLIDAY RESERVATIONS ARE NON-REFUNDABLE. (Example – If long weekends are scheduled and there is a cancellation, the 50% deposit will not be refunded. This is an exclusive service, no exceptions will be made)
6. Overdue Accounts: Interest will be charged on account balances which remain unpaid, beginning day of Clients return, at the rate of \$10 per day, until paid. Contractor reserves the right to discontinue providing the Services until the account is paid in full, including any additional charges and accrued interest. Client will also be liable for all costs of collection of overdue accounts, including legal fees.
7. Emergency Veterinary Care: Client authorizes Contractor to obtain emergency veterinary care for a Pet as and when necessary during the term of this Agreement. Contractor agrees to contact the veterinarian named in the Medical Profile attached as Schedule D hereto. If Client's veterinarian is unavailable, Contractor is authorized to seek veterinary care from an alternate veterinarian. Contractor agrees to make every effort to contact Client prior to obtaining emergency veterinary care. Client agrees to reimburse Contractor for any additional fees, and charges related to the provision of emergency care, as well as all expenses incurred by Contractor for transportation to and from the veterinarian, kenneling, medication, supplies, special diet, and other items related to the veterinary care. In the event of emergency veterinary care required during boarding-related services, Client also agrees to pay Contractor the hourly rate of \$____ per hour for any additional time spent in dealing with the emergency.
8. Proof of Vaccinations: Client may need to provide evidence that any Pet which is required by law to be vaccinated is up to date on all vaccinations. Exceptions made for seniors, indoor pets, allergies, and is at the discretion of Client & Contractor.
9. Food and Supplies: All food, supplies (such as kitty litter, specialty food, etc) will be provided by Client. In the case of boarding-related services, Contractor reserves the right to purchase additional food and/or supplies at its discretion **if** necessary. Client agrees to reimburse Contractor for all expenses and costs with respect to obtaining such additional food and/or supplies, including time spent. Bags will be covered by Contractor.
10. Injury or Damage: Client will be solely responsible for all medical expenses, claims and damages resulting from an injury to Contractor, its employees or any other person by a Pet. Client agrees to indemnify and hold Contractor harmless in event of a claim by any person injured by a Pet. Client also agrees to fully disclose to Contractor ANY past incidents of injury to any person or animal involving a Pet. Client will also be responsible for any damage to a vehicle belonging to Contractor or its employees which is caused by a Pet. Client represents that all Pet(s) covered under this Agreement are not aggressive towards people or other animals.
11. Insurance: Contractor carries LIABILITY insurance in the amount of \$2,000,000, and \$15,000 per event. Commercial General Liability, Pet medical costs, Pet mortality costs, Business property, Key replacement, pet recovery fee, Dishonesty endorsement included in insurance. Proof of insurance will be provided to Client upon request.
12. Access to Client's Residence: In order for Contractor to perform the Services hereunder, Contractor requires access to Client's residence. Client agrees to provide a key, and to notify any appropriate third parties (such as family, friends, security/alarm companies) of Contractor's identity and the dates during which Contractor will be providing the Services. Client agrees to drop off the key to Contractor prior to the first visit. If Contractor is required to pick

Feathers to Flowers

3157 Kettle Creek Crescent

Victoria, BC

V9B 0K6

250-580-2310

up the key, a \$10 fee will be charged. Keys will ONLY be returned in person to Client or to such other person as Client may authorize in writing. Contractor will retain the key at the last visit, for pick-up by Client. . We cannot accept keys hidden on your premises, and cannot hide keys in any unsecure locations on Clients property due to safety reasons. Arrangements for pick up can be made.

- 13. Please list other persons who hold keys to Client’s residence, in the event of an **emergency**:

Name: _____ Phone: _____

Name: _____ Phone: _____

Instructions for security systems:

By submitting this completed form to our client, Feathers to Flowers hereby agrees to honour all agreements as to individual services for the contracting client. We certify that we are currently insured for Care, Custody and Control through Canadian Pet Pro. We hereby promise to be dependable and responsible at all times, treat our clients pets as though they were our own and respect our clients home and property.

I (the undersigned) have completed all the necessary forms regarding care/contact and veterinary preferences. I agree that all the information supplied to Feathers to Flowers on their care forms is current and correct. Payment will be made by cash, Interac E-transfer or cheque upon either at the beginning of a vacation service or no later than pick up of pet(s), and in the case of recurring services, upon receipt of invoice.

Pets: _____

Name [print]: _____

Signature: _____ Date: _____

**Holidays which will have an additional holiday charge per pet (\$10) are New Years Day, BC Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, British Columbia Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and New Years Eve.

For Pet-sitting & Boarding services, if client is unavailable, a credit card number is required in case of emergency veterinarian care, unless authorization is done through your veterinary clinic. This portion of the form will be destroyed up retrieval of stated pets listed above. Only one copy exists, and is stored in a secured location on premises (with all keys pertaining to the residence also listed above.)

Credit Card # _____

Expiry Date: _____ Card Security Code (CSC) (3 digit) _____