



# Crazy Dog Man Pet Services

Erik Telfer ♦ Arlington, WA ♦ Cell: (360) 540-9613 ♦ Phone Hours: 7:30 a.m.-9 p.m. daily  
Email: crazydogmanpetservices@gmail.com ♦ Website: www.crazydogmanpetservices.com  
Licensed, Insured, Bonded. Serving Snohomish County

## Service Agreement

1. This agreement is made and entered into on \_\_\_\_\_ by and between Erik Telfer, the Owner/Operator of Crazy Dog Man Pet Services of Arlington, Washington (hereinafter referred to as "Sitter") and Client \_\_\_\_\_ (hereinafter referred to as "Client") residing at physical address:  
Street \_\_\_\_\_ City \_\_\_\_\_  
State \_\_\_\_\_ Zip Code \_\_\_\_\_ (hereinafter referred to as "Premises")  
Phone Number: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_  
Email \_\_\_\_\_ (required for invoice and/or confirmation)  
Mailing Address (if different than physical address):  
Street \_\_\_\_\_ City \_\_\_\_\_  
State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Partner, Spouse, or Roommate Name \_\_\_\_\_ Phone Number \_\_\_\_\_  
If Renting, Landlord's Name \_\_\_\_\_  
Phone Number: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_  
How would you like to receive updates on your pet?  Phone  Text  Email  
Does your home have an alarm system?  No  Yes, see below:  
Alarm Location \_\_\_\_\_ Alarm Company \_\_\_\_\_  
Disarm Instructions \_\_\_\_\_  
Arm Instructions \_\_\_\_\_  
Disarm Code Word \_\_\_\_\_  
Does your home have security cameras?  No  Yes, located \_\_\_\_\_

2. **Rates and Services:** For, and in consideration of, the sum of charges to be paid by Client, Sitter agrees to provide care as indicated in this Service Agreement for the pet(s) listed and owned by Client. Current rates and services can be found on Sitter's website [www.crazydogmanpetservices.com](http://www.crazydogmanpetservices.com) (hereinafter referred to as "Website"). Visit times are approximate and subject to change based on the needs of pet(s) under Sitter's care. Sitter reserves the right to bill Client for additional time slots beyond the initial agreed upon amount to address unforeseen issues that may arise, such as, but not limited to, Extensive Incidental Clean-up or a House Emergency that requires Sitter to coordinate and/or wait for service person(s).

3. **Payment Policy:** Payment is due at the commencement of services unless otherwise specified. If payment is not received by the start of services, Sitter reserves the right to charge a \$5.00/day late payment fee until payment is received, beginning with the date services begin, unless otherwise stated on invoice. "Payment" shall mean the actual receipt of payment by Sitter. Dog walking services are to be billed on a weekly recurring basis,

becoming due on Fridays. Sitter accepts payment in the form of cash or check/money order made payable to Erik Telfer. A \$20 fee will be charged for nonsufficient funds checks (bounced checks).

**4. Cancellation Policy:** Dog Walking, Home Visits, and Pet Taxi Services are subject to a 24 hour cancellation period. Overnight Stays are subject to a 3 day cancellation period, increased to a 7 day cancellation period, if services fall during any recognized US Holiday. Cancellation period is determined by counting back from the date services are scheduled to begin. If reservations are cancelled prior to the stated cancellation period, Client will not be charged. Otherwise, Client will be responsible for 25% of the invoice total, increased to 50% of the invoice total if services fall during any recognized US Holiday. If changes are made to the reservation during the ongoing service period, Sitter reserves the right to refuse any refund to Client for the remaining canceled services. The service period begins on the date of first scheduled visit and ends on the date of last scheduled visit. Client may extend their reservation at any time, subject to Sitter's availability, incurring a supplemental invoice that will be billed upon Client's return.

**5. Veterinary Authorization Clause:** In the event of an emergency involving the health of any pet(s) belonging to Client under Sitter's care, Client will be immediately notified through the contact information provided in this Service Agreement. If Client accepts the Veterinary Authorization Clause, then, in the event Client cannot be reached, Client hereby authorizes Sitter to obtain such veterinary treatment as Sitter deems necessary to ensure the health and welfare of pet(s). Client further authorizes Sitter to incur veterinarian cost in the name of Client. Client expressly states that they will be responsible for any veterinary cost incurred. Client agrees to indemnify and hold harmless Sitter from any liability arising from such veterinary charges.

If Client refuses the Veterinary Authorization Clause, then, in the event Client cannot be reached, Client acknowledges that no veterinary treatment will be sought for Client's pet(s). Sitter, at Sitter's sole discretion, shall use their best judgment in authorizing any care for pet(s) that they deem necessary, including the decision to provide no treatment for Client's pet(s). Client agrees to indemnify and hold harmless Sitter from any injury to, and/or death of, Client's pet(s) should Sitter decide not to provide any veterinarian care.

Yes, I hereby accept the Veterinary Authorization Clause. I wish treatment to be provided, if I cannot be reached. (Client signature) \_\_\_\_\_

No, I hereby refuse the Veterinary Authorization Clause. I do not wish treatment to be provided, if I cannot be reached (Client signature) \_\_\_\_\_

**6. Keys:** Client authorizes Sitter to enter the Premises to perform services. Client will provide Sitter with a working key for the Premises prior to the start of services. Key is to be given to Sitter directly, at conclusion of the meet and greet, or at another specified time prior to the start of services, in the event of which Sitter reserves the right to charge a \$5 key pickup fee in addition to any applicable mileage fee as is outlined on Website for the travel expense of key(s) pick up. No key(s) will be accepted under the doormat, hidden on Premises, or mailed by regular mail due to the inherit security risk. Garage door openers are accepted, but not in lieu of, key(s).

Client acknowledges that they have provided Sitter a working key for access to the Premises. In the event key does not work, or the lock itself suffers mechanical failure, Client hereby authorizes Sitter to seek the services of a locksmith in order to gain entry to the Premises. Client acknowledges that they shall be solely responsible for any resulting locksmith charges incurred by Sitter. (initial) \_\_\_\_\_

Would you like to keep your key(s) on file?

Yes, keep key(s) on file. Client authorizes and requests that Sitter keep key(s) on file for any future service requests by Client of Sitter.

No, return key(s) upon completion of services and return arrival of Client. Sitter reserves the right to charge a \$5 key drop off fee in addition to any applicable mileage fee as outlined on Website for the travel expense of key(s) drop off.

### 7. Home Maintenance:

Where are your cleaning supplies stored? \_\_\_\_\_

Broom/Dustpan/Mop \_\_\_\_\_ Vacuum Cleaner \_\_\_\_\_

Mail: Mailbox Location \_\_\_\_\_ Mailbox # \_\_\_\_\_

Where would you like your accumulated mail to be left? \_\_\_\_\_

Do you receive a daily newspaper?  No  Yes  Weekends only

For special deliveries that require a signature, messenger service will be instructed to hold package(s) until Client's return.

Watering: Indoor plants watering instructions: \_\_\_\_\_

Outside watering instructions: \_\_\_\_\_

Feeders: Do you have outdoor wild animal feeders?  No  Yes, see below

Location? \_\_\_\_\_

Location of food? \_\_\_\_\_

Trash: Main indoor trash receptacle/recycling location? \_\_\_\_\_

Trash Day \_\_\_\_\_ Recycle Instructions \_\_\_\_\_

Home Security: Would you like your blinds to be rotated?  No  Yes, see below

Blinds Instructions: \_\_\_\_\_

Would you like any lights to be left on?  No  Yes, see below

Lights Instructions: \_\_\_\_\_

### Emergency Shutoffs:

Location of circuit breaker: \_\_\_\_\_

Location of main water shutoff: \_\_\_\_\_

Location of gas shutoff: \_\_\_\_\_

**8. Preferred Service Companies:** In the event of an emergency involving the Premises, Client hereby authorizes Sitter to obtain services as listed below. Should specified company be unavailable at the time, Client authorizes Sitter to select an alternative company of their choosing. Client further authorizes Sitter to incur cost in the name of Client. Client explicitly acknowledges that they will be responsible for any cost incurred. Client agrees to indemnify and hold Sitter harmless from any liability arising from such charges.

Locksmith (name/phone) \_\_\_\_\_

Alarm System (name/phone) \_\_\_\_\_

Electrician (name/phone) \_\_\_\_\_

Plumber (name/phone) \_\_\_\_\_

AC/Heating System (name/phone) \_\_\_\_\_  
Sprinkler Service (name/phone) \_\_\_\_\_  
Maintenance/Grounds (name/phone) \_\_\_\_\_  
Invisible Fence (name/phone) \_\_\_\_\_  
Septic System (name/phone) \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_

**9. Shared Responsibility/Trespassers:** Sitter is to have sole responsibility for care of Client's pet(s) for the duration of the service term. No other person(s) shall share in any pet care responsibilities including, but not limited to, feeding, medicating, exercising, or removing pet(s) from the Premises. Client agrees to provide and list all individuals or companies who have access to the Premises while Client is away (i.e. house cleaning service, painters, landscapers, friends, family members, etc.). Sitter shall not be held liable for the acts of such stated person(s) that are permitted entrance to the Premises by Client during the service term.

Company/Individual Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Has key to Premises?  No  Yes  
Company/Individual Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Has key to Premises?  No  Yes  
Company/Individual Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Has key to Premises?  No  Yes

**10. Continuing Obligations:** It is understood and agreed between Client and Sitter that this Service Agreement contemplates Client's potential need of Sitter's services at a future date, whether on a sole occurrence or on a recurring basis. It is further understood and agreed upon that the obligations and covenants contained herein shall apply to each provision of products and/or services in the future, without the need to enter into any further Service Agreement, unless original Service Agreement is altered in writing and signed by the parties herein.

**11.** If part of the service to be provided by Sitter includes exercising, walking, or taking pet(s) outside the Premises, Client agrees to indemnify and hold harmless Sitter for any injury or damage which may be caused to others or their property by the actions of Client's pet(s).

**12.** As further consideration for the services rendered, Client agrees to waive and release Sitter from any claim for injury to, and/or death of, Client's pet(s) as well as any claim for injury, loss, or damage to Client's property or Premises.

**13.** Sitter under no circumstances shall be held liable for injury, disappearance, death, or fines incurred by pet(s) that have available outdoor access on the Premises.

**14.** Client agrees to waive and release Sitter from any claim for injury to, and/or death of, Client's pet(s) that may arise during transportation within the Sitter's automobile for Pet Taxi Services or seeking emergency veterinarian care.

**15.** Sitter is not responsible for any service fee(s) charged by alarm companies, police departments, or any other entity due to false alarm, malfunction, or accidental triggering of the alarm.

16. Should Sitter be bitten or otherwise exposed to any disease or ailment received from Client's pet(s), which have not been properly vaccinated or whose vaccinations are not current, it shall be Client's responsibility to pay all costs and damages incurred by Sitter. Furthermore, Client acknowledges that they have suitable insurance(s) to cover any injury that may befall Sitter due to pet(s) or the condition of the Premises.

17. Sitter reserves the right to terminate this Service Agreement at any time, either before or during its term, if Sitter determines that Client's pet(s) pose a danger to the health or safety of Sitter. If concerns prohibit Sitter from caring for Client's pet(s), Client hereby authorizes Sitter to place pet(s) in a kennel of Sitter's choosing, with any resulting charges incurring to Client.

18. In the event of an extremely poor weather day or natural disaster, Sitter shall commence services as soon as it is deemed safe to do so. Sitter is entrusted to use their best judgment in caring for pet(s). Client shall not hold Sitter liable for any consequences related to such decisions.

19. Client authorizes Sitter to use their best judgment in maintaining a comfortable temperature inside the Premises for the safety and comfort of pet(s).

**20. Media Release:** Should Client accept the Media Release, Client hereby consents and agrees that Sitter has the right to take photographs, videotape, or digital recordings of Client's pet(s) and to use these in any and all media they so choose. Now or hereafter known, and exclusively for, the purpose of marketing and business development to include, but not limited to, Website and/or social media. Sitter shall not post pictures of Client's pet(s) or Premises to social media outlets in real time during Client's absence due to the inherent security risk. Client further consents that their name and identity may or may not be revealed therein or by descriptive text or commentary. Client hereby releases Sitter all rights to exhibit this work in print and electronic form publicly or privately. Client waives any rights, claims, or interest Client may have to control the use of Client's identity or likeness in whatever media outlet is used. Client understands that there will be no financial or other remuneration for the recording of Client's pet(s), either for initial or subsequent transmission or playback.

Yes, I authorize pictures of my pet(s) to be used for marketing purposes. (initial) \_\_\_\_\_

No, I do not authorize pictures of my pet(s) to be used for marketing purposes. (initial) \_\_\_\_\_

**21. Emergency Contacts:**

Name (local) \_\_\_\_\_ Relationship \_\_\_\_\_

Physical Address \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Remarks \_\_\_\_\_ Has Key to premises?  Yes  No

Name (local) \_\_\_\_\_ Relationship \_\_\_\_\_

Physical Address \_\_\_\_\_

Phone #: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Remarks \_\_\_\_\_ Has Key to premises?  Yes  No

**Agreed:** Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner/Operator, Crazy Dog Man Pet Services \_\_\_\_\_ Date \_\_\_\_\_