

Bronze Monthly Membership (\$16.99 / month) - Clients who have been consulted and taken on as clients are eligible to enroll in our membership programs. The cost of our monthly bronze membership is \$16/month. Monthly bronze membership only receives 10% savings on services.

Extra Pet Fee (\$10 for dogs / \$5 for cats) – Applied per visit for each additional pet in the home in which we are providing care.

Holiday Surcharge (\$15 per visit) – A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times. Holidays we are open for services are Memorial Day, Juneteenth, Fourth of July, Labor Day, Veteran’s Day, and New Year’s Day.

Major Holiday Surcharge (\$100 per visit) - A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during specified major holidays. These holidays include Easter, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve (evening after 8pm).

Weekend Surcharge (\$10 per visit)- A non-refundable surcharge applied per visit to any service scheduled on Saturdays and Sundays.

Update Fee (\$10) – When an existing client moves to a new residence, gets new keys or does not provide the keys at the initial consultation, adds a new pet to the household, or requests an optional meeting with a new or substitute sitter.

Misc. Billing Fee: Late Payment Fee (\$20)

Outside Radius Fee (\$10) - A non-refundable surcharge applied if you live outside the 5-mile radius and would like pet services. Please call to inquire as it depends on availability.

Cancellation Policy: Dog walking, cat care, and day visits require a 24-hour notice to guarantee you are not charged for the visit, otherwise the client will incur 100% of the service costs, including fees. Pet to Vet Taxi and Bark to the Park require a 72-hour notice to guarantee you are not charged for the visit. If not, the client will be charged the initial deposit price of the scheduled service. Overnight Pet Sitting requires a (2) week's notice to guarantee you are not charged for the visit. Cancellations made less than (2) weeks in advance will incur 100% of the total service costs, including fees. No exceptions.

NOTE ABOUT TIPPING:

If you were provided with great service, it is appropriate to tip your dog walker or pet sitter 10% of the total bill. This is a suggested guide only and not required. You may include the additional amount in cash or credit card payment through Time to Pet and we will pass the surplus along to your sitter with your compliments.

NOTE ABOUT TIME TO PET SOFTWARE:

We use dog walking and pet care software to help our clients with scheduling, invoicing, and app messaging. We send a welcome email with instructions on how to access your account. You can either login into your portal account from our website or use the app. When scheduling a service from Time to Pet, you get to choose from 4 schedule blocks (Early Morning, Morning, Early Afternoon, and Afternoon), and a request is sent to us. Please note that a requested service should not be considered final until approved by Sailor’s Dog Walking & Pet Care. Thank You!

Client Name: _____ **Signature:** _____ **Date:** _____

Service Agreement:

1. Sailor's Dog Walking & Pet Care agrees to provide dog walking, pet sitting, cat care, and other applicable pet care services in a reliable, caring, and trustworthy manner. In consideration of the services and as an express condition thereof, the Client expressly waives and releases Sailor's Dog Walking & Pet Care from any and all claims against the company, its owners, employees, and representatives, except those arising from negligence or willful misconduct on the part of Sailor's Dog Walking & Pet Care.
2. Client agrees to notify Sailor's Dog Walking & Pet Care of any concerns within 24 hours of completing services.
3. Initial consultations are subjected to a \$20 surcharge fee. We ask you to have the paperwork and keys ready before arrival.
4. Client agrees to pay all charges accrued for services rendered. The Client understands that payment is due at or prior to the time of the commencement of services unless explicitly agreed upon supplemental payment terms.
5. Sailor's Dog Walking & Pet Care shall exercise all precautions against sickness, injury, escape, loss, accidents, or death of Client's pet(s). Sailor's Dog Walking & Pet Care is not responsible for sickness, injury, escape, loss, accidents, or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of Sailor's Dog Walking & Pet Care.
6. Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state, and federal laws and regulations.
7. Sailor's Dog Walking & Pet Care will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick. Sailor's Dog Walking & Pet Care asked the Client to have a credit card on file at their Primary Veterinary Clinic. Suppose the Client's Primary Veterinary Clinic is unable to take your pet. In that case, the Pet Sitter is allowed to take your pet to the closest Secondary Clinic, and the Client agrees to reimburse Sailor's Dog Walking & Pet Care of the total amount within 14 days or have their card charged on file.
8. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons, or other animals caused by the Client's pet(s) or negligent act.
9. Client agrees to indemnify, hold harmless and defend Sailor's Dog Walking & Pet Care in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
10. Dog walking, cat care, and day visits require a 24-hour notice to guarantee you are not charged for the visit, otherwise the client will incur 100% of the service costs, including fees. Pet to Vet Taxi and Bark to the Park require a 72-hour notice to guarantee you are not charged for the visit. If not, the client will be charged the initial deposit price of the scheduled service. Overnight Pet Sitting requires a (2) week's notice to guarantee you are not charged for the visit. Cancellations made less than (2) weeks in advance will incur 100% of the total service costs, including fees. No exceptions.
11. Sailor's Dog Walking & Pet Care reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Dog Walker. If concerns prohibit the Dog Walker from caring for the pet, Sailor's Dog Walking & Pet Care will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes Sailor's Dog Walking & Pet Care to place the pet in a licensed kennel with all charges and fees arising to be the Client's responsibility.
12. Sailor's Dog Walking & Pet Care reserves the right to refuse service to any client, at any time, for any reason.
13. This document gives Sailor's Dog Walking & Pet Care and its representative's authorization to enter the Client's listed address as needed to perform agreed-upon services.
14. Sailor's Dog Walking & Pet Care is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
15. The Client agrees to secure the home properly prior to leaving the premises. Sailor's Dog Walking & Pet Care will re-secure the house to the best of their ability at the end of each visit.

16. In the case of an emergency, inclement weather, or a natural disaster, the Client authorizes Sailor's Dog Walking & Pet Care to use reasonable judgment for the care and well-being of the Client's pet(s) and residence. Sailor's Dog Walking & Pet Care will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the service schedule based on the Pet Sitter's sole discretion. Sailor's Dog Walking & Pet Care will provide the Client with a day's notice to make other arrangements if the Pet Sitter cannot perform the service.

17. Sailor's Dog Walking & Pet Care is not responsible for any damages beyond the control of the Dog Walker.

18. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s), including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. The Client authorizes any purchase necessary for the satisfactory performance of duties. These costs of all purchases and related service fees will be reimbursed to Sailor's Dog Walking & Pet Care within 14 days.

19. For liability reasons, your pet(s) will never be off-leash for any reason, except in the event of an emergency.

20. We ask Clients who have dogs over 75 pounds to call to inquire first.

21. If Sailor's Dog Walking & Pet Care are unable to walk both of your dogs at the same time during the service window, then we have the right to charge an additional visit plus the extra pet fee due to needing additional time to walk each dog separately.

22. Sailor's Dog Walking & Pet Care only accepts credit card payment through Time to Pet Software. We only accept cash if the Client would like to leave a tip.

23. Client authorizes the use of pet(s) pictures on the website, social media and/or marketing materials for promotional purposes unless noted in Client's profile.

24. Sailor's Dog Walking & Pet Care reserves the ability to allow their sitters to leave for short periods of time to pick up food or other needed essentials during an overnight service. Please be aware our sitters will be at the home for almost 12 hours and will may need the flexibility.

25. Client authorizes this contract to be valid approval for services to permit Sailor's Dog Walking & Pet Care to accept all future in-person, telephone, online, mail, or email reservations and provide services. Sailors Dog Walking & Pet Care reserves the right to update pricing, policies, and terms of service. In this event, certain pages of this contract may have to be amended with client authorization. Membership pricing is locked in for the year/month of purchase, and any updates to membership pricing for the following year will be relayed to members in advance of the reoccurring payment. Members will have 14 days before renewal to contact us to cancel the membership before new pricing is implemented for the next year of membership.

26. The Term of this document applies to all pets owned by the Client, including any and all new pets that the Client obtains on or after the date this document was signed.

Client Name: _____ **Signature:** _____ **Date:** _____

Credit Card Authorization Form:

Sailor's Dog Walking & Pet Care requires all clients to complete a credit card authorization form. I authorize Sailor's Dog Walking & Pet Care to automatically charge the credit card, listed below, as payment for invoices for any and all future Sailor's Dog Walking & Pet Care services. I understand that Sailor's Dog Walking & Pet Care will provide me with an invoice either by US mail, email, or Time-to-Pet disclosing the amount of charges.

Client Information

Name (as it appears on the card) _____

Billing Address _____ City _____ State _____ Zip _____

Contact Number _____ Work ___ Cell ___ Home ___ (please check one)

Email _____

Please fill out your card information below since it's required

Credit Card Information

Visa ___ MasterCard ___ Discover ___ American Express ___ (Please check one)

Account Number _____

Expiration Date _____ CVV Code _____

I understand that this information will be retained on file for any future invoice charges. If you would like to change your credit card information, you will need to submit a new form.

Client Name: _____ **Signature:** _____ **Date:** _____

Section I:

Pet and Personal Information

Client Information:

****Please PRINT clearly in blue or black ink. Fill in all applicable fields to the best of your knowledge****

First Name _____ Last Name _____

Address _____ City _____ Zip Code _____

Home Phone _____ Cell Phone _____

Work Phone _____ Email _____

Which phone number is best to contact you during business hours? Cell ___ Home ___ Work ___

Would you enjoy receiving texts and photos? Yes ___ No ___ Client's initials _____

May we take photos and/or videos of your pet(s) for social media? Yes ___ No ___
Client's initials _____

Do you like to leave lights on, music playing, TV on while away? Yes ___ No ___

Do you crate your pet while away? Yes ___ No ___

If yes, where is the crate located? _____

Best place to park? Are parking passes or permits needed?

Emergency Contracts

****Please check yes or no if they have a copy of your house key. They should be able to make a decision about the care of your pets or home if we cannot reach you in case of an emergency.**

Name _____ Relation _____ Phone _____ Key: Y ___ N ___

Name _____ Relation _____ Phone _____ Key: Y ___ N ___

Should I be expecting anyone at your home or in your home during your absence? (housekeeper, pest control, landscaper, pool maintenance) Yes ___ No ___

Do you rent or own your home? Rent ___ Own ___

If renting, please provide your landlord's name and phone number (In case of an emergency)

Apartment Authorization Form

Please fill out if you live in an apartment or condo building only

Please print and provide a copy to your 24-hour concierge desk

Sailor's Dog Walking & Pet Care will also retain a copy on file.

I, _____ reside in Apartment Complex (Name) _____

Apartment # _____.

I hereby give authorization for a representative of Sailor's Dog Walking & Pet Care to be allowed entrance into your building to care for my pet. The Sailor's Dog Walking & Pet Care employee will have a business card as proof of identification. They already have the keys to my unit.

Property Management has been apprised of this request. There is also a copy of my service agreement and this authorization form on file at Sailor's Dog Walking & Pet Care.

Thank you!

Please keep this copy at your 24- hour concierge desk.

Tenant Signature _____ Date _____

Section II:

Specialty Services and Memberships

Membership Form:

Thank you for your interest in joining our Membership Program. Membership allows you to prepay for services at a flat, discounted rate. The details of the program are listed below:

- Sailor’s Dog Walking & Pet Care members are given two free cancellations per year on dog walks, cat care, and day visits only. Early members will also be excluded from paying the initial consultation if purchasing membership within 7 days of consultation.
- Yearly members of Sailor’s Dog Walking & Pet Care will have the option to choose which birthday gift their pet will enjoy once they provide their birthday on their pet information form. Treat or Birthday Toy are included in the membership price. Non-members and monthly members will not receive a pet birthday gift.
- Memberships are recurring payments at the time of purchase and are non-refundable. Suppose you wish to cancel your next membership. We ask you to please email Sailor’s Dog Walking & Pet Care within 14 days before renewal to avoid being charged for the next year or month. Members will not receive service until payment has been received.

Membership Authorization:

I authorize Sailor’s Dog Walking & Pet Care to automatically charge the credit card listed below at the agreed-upon membership rate at the time of the purchase. I understand my membership in this program will automatically renew each month or year unless you email Sailor’s Dog Walking & Pet Care 14 days before renewal to avoid being charged for the next month or year.

I want to sign up for:

Bronze Monthly Membership	Bronze Yearly Membership
\$16.99/month	\$159.99/year
10% of all services	10% of all services
	Free pet birthday gift (Treat or Toy)
	Two free cancellations for dog walks, cat care, and day visits only per year
	Members are excluded from paying the Initial Consultation fee and Update fee

Bronze Monthly Membership

Bronze Yearly Membership

What would your pet like to receive as their birthday gift? *Only yearly members have the choice to choose what birthday gift their pet will like* Toy _____ Treat _____

Name _____ Home Phone _____

Address _____ City _____ Zip Code _____

Credit Card Type (please check one): Visa _____ MasterCard _____ Discover _____ American Express _____

Account Number _____ Expiration Date _____ CVV Code _____

Client Name _____ **Signature** _____ **Date** _____

Pet to Vet Taxi Agreement

Sailor's Dog Walking & Pet Care offers your pet a round trip to the vet. We ask for one week's notice in advance to schedule this service. Sailor's Dog Walking & Pet Care does offer a doggy hammock in the backseats of their personal car with a seatbelt tether. We ask you have a harness available to meet your dog's weight requirement.

If you would like to schedule this service then please visit our website, sailorspetcare.com. Click on the Services tab and scrolled down to "Pet to the Vet Taxi." We ask you to please fill out the Google form.

I _____ agree to the following:

Client Name

This signed document is an agreement between Sailor's Dog Walking & Pet Care and the client for pet taxi services described above. Sailor's Dog Walking & Pet Care agrees to provide pet care services to client in a reliable, trustworthy, and caring manner.

1. I authorize Sailor's Dog Walking & Pet Care to perform pet taxi services as outlined above.
2. Sailor's Dog Walking & Pet Care asks the Client to schedule this service a week before the vet appointment to ensure proper scheduling.
3. Please note, Sailor's Dog Walking & Pet Care using their own personal vehicle for transportation.
4. Sailor's Dog Walking & Pet Care will try to pick your pet up at the following pick-up time and end when Sailor's Dog Walking & Pet Care drops your pet off at your house. Please have everything ready for your pet before we arrive. We start the time when the vet picks up your pet from the vehicle and we end the timer when the vet drops your pet back into my care.
5. We ask the Client to have their credit card on file at their vet's office.
6. Sailor's Dog Walking & Pet Care charges a deposit fee of \$60, which covers transportation and the first 30 mins at the vet. We then charge an additional \$20 per 30 mins at the vet after the initial 30 mins block is over.
7. Sailor's Dog Walking & Pet Care will keep a record of time spent at the vet and ask payment to be paid the day the service is completed for additional time and an invoice has been created.
8. We service Vet Clinic up to a 5-mile radius.
9. Sailor's Dog Walking & Pet Care will charge a \$60 deposit fee before the Pet to Vet Taxi service starts and will create another invoice after the service is completed for additional time spent at the vet.
10. Please call to inquire if your pet has a surgery scheduled.

Client Name _____ Signature _____ Date _____

Bark to the Park

We ask you fill out one form per pet. We use our own personal vehicle for transportation

Sailor's Dog Walking & Pet Care will take your dog to Quiet Waters Park only

If you would like to schedule this service then please visit our website, sailorspetcare.com. Click on the Services tab and scrolled down to "Bark to the Park." We ask you to please fill out the Google form.

I _____ agree to the following:

Client Name

1. I authorize Sailor's Dog Walking & Pet Care to pick up and transport my dog to Quiet Waters Park.
2. Sailor's Dog Walking & Pet Care can only take two small dogs or one large dog in their personal vehicle at this time.
3. The hour time slot includes pick up, transportation, 30 mins at the dog park or walk around the park, and dropping off back to your house.
4. Sailor's Dog Walking & Pet care cannot extend the 30 minutes at the dog park or walk around the park.
5. There is a deposit of \$60 before the service, which we will create an invoice a few days before the scheduled service and let us know which option your pet will enjoy more.
6. Sailor's Dog Walking & Pet Care is not held liable if your pet becomes aggressive towards other dogs or people in the dog park. Sailor's Dog Walking & Pet Care will remove your dog from the situation at the dog park and try to take them on a walk. If we cannot do either option after your dog becomes aggressive, then we will take your pet home, and Sailor's Dog Walking & Pet Care will not refund the Client for the service.

Client Name _____ Signature _____ Date _____

Section III:

Overnight Pet Sitting Information

Pet Sitting Overnight Form

To give you the best overnight service, we require the information listed below before you schedule the service. This will allow us to provide detailed instructions to the sitter on the care of your pets and the use of your house while you are away. Please provide any additional comments or "house rules" as you see apply. This information can be sent via email, or you can fill out this form and provide to us.

Cost of the service varies by the number of nights. The first night is \$120 with a decreased rate of \$10 per additional night and we do cap the decreased amount at 5 nights. Please call to inquire if more than 5 nights are needed.

Where would you like the pet sitter to sleep? _____

Where would you like the pet(s) to remain overnight? _____

Are there any rooms that are off limits to the pet(s)? _____

Please verify feeding & medications instructions including their location in the house:

It is important to ensure you provide enough food for the days you will be away, but in case the food was to run out please tell us the brand of food for your pet(s) to eat and where it can be purchased:

Would you like the sitter to bring in mail, packages, and/or newspapers? Yes _____ No _____

Location of mail box: _____ Mailbox #: _____

Do you want lights rotated? Yes _____ No _____

Any house plants you want watered? _____

How often: _____

Please provide an emergency contact (name and phone number) the sitter can call if necessary. Does this person have a key to your home?

Location of trash/recycling cans: _____ Pick up time: _____

Pooper scooper location: _____ Where to dispose of waste? _____

Can the sitter use the Wifi? Yes ____ No ____

If yes, what's the username and password: _____

Will anyone else have access to enter your home while you are away? If so, please give their name and phone number. Will they be participating in the care of the pets?

Is the pet sitter authorized to use appliances/facilities? (TV, computer, dishwasher, washer/dryer, microwave, stove/oven, shower, etc.): _____

In case of an emergency, where is the fuse box located? Where is the main water shut-off?

Additional comments: