



## Pet Care Service Agreement

### HOURS:

Office Hours	Monday – Friday	10 A.M. – 5 P.M.
Pet-Sitting Hours	Monday – Sunday	24/7
Dog-Walking Hours	Monday – Friday	10 A.M. – 6 P.M.
Pet Care Service Hours	Monday – Friday	10 A.M. – 4 P.M.
Non-Anesthesia Dental Hours	Monday – Friday	10 A.M. – 4 P.M.

### RESERVATIONS:

- All pet care reservations must be made through our online client portal. The client portal can be accessed via our website [www.vicpetcare.com](http://www.vicpetcare.com) under the “Reservations” tab.  
Reservations must be made a minimum of 48 hours in advance.
- A late reservation fee of \$10 will apply if a visit is scheduled less than 48 hours in advance.
- A late reservation fee of \$15 will apply if a visit is scheduled less than 24 hours in advance.
- Holiday reservations book up quickly, so we request these reservations be made at least 7-10 days in advance.
  - Additional holidays fees apply during and around all major holidays. For more details on our holiday fees and dates please visit our website on the home page.
  - \$5 Holiday fee per visit on and around all major holidays.
  - \$10 Holiday Fee per overnight on and around all major holidays.
  - Must pay 50% of total invoice at time of booking to reserve your holiday spot.
  - Invoice must be paid in full 7 days prior to our first visit.
  - If any pet sitting visits are canceled prior to the Invoice due date, your 50% deposit will be refunded, and the invoice will be voided.

**\*PLEASE NOTE:** Because our pet sitters and dog walkers are available 24/7/365 and often forego time with family during Holidays, no exceptions will be made to our payment or cancellation policies. Due to the increased demand for services during these times, once we schedule and confirm your services, we will decline other requests that would conflict. Often this makes it difficult or impossible to reschedule anything if visits are canceled.

### KEYS:

- The client must either purchase a key lockbox from V.I.C Pet Care for \$15 or provide 2 ways to access the home. e.g., 2 keys or a garage code and a key.
- To ensure the health and safety of your pets and that all services can be rendered as scheduled, it is critical that V.I.C Pet Care have reliable access to the client's premises.
- Keys kept on file will be stored in a locked safe in an undisclosed location when service is not provided.



- The client is encouraged to purchase and use the key lockbox, so a back-up sitter can care for their pets in the event of an emergency.
- In the event that V.I.C. Pet Care is required to employ a licensed locksmith to gain entry into the client's premise due to a malfunction of the lock or failure of the client to leave a key, it shall be the responsibility of the client to reimburse V.I.C. Pet Care for all costs incurred.

### **CONFIRMATION OF VISITS:**

- After each online pet care reservation request, V.I.C. Pet Care will send a confirmation e-mail within 24 hours.
- Invoices will be emailed the week of the service requested.
- Ultimately it is the client's responsibility to confirm their reservation is scheduled by checking the "Schedule" tab on the portal.
- V.I.C. Pet Care will not be held responsible for a service not completed due to client failure to schedule the services properly online and/or failure to ensure receipt of confirmation and an emailed invoice, text, or call from us.

### **NOTIFICATION & UPDATES:**

- The client must notify V.I.C. Pet Care of the following:
  - Pet behaviors that may put the pet, other pets, or people at risk for harm (e.g., biting, running away, jumping on others, attacking other pets, other rough or challenging behaviors) or triggers that may contribute to these behaviors occurring.
  - Any potential dangers in the home and/or neighborhood.
  - The client must notify V.I.C. Petcare of any and all pets who will require services. Pets present on site at the time of service who have not been accounted for during reservation may require additional time for care which would result in an additional fee. V.I.C. Pet Care will charge \$5 per every additional 15 minutes needed on every visit booked.
- This client must update all home and pet care information on the portal before pet sitters arrive. The client portal can be accessed via our website [www.vicpetcare.com](http://www.vicpetcare.com) under the "Reservations" tab.

### **SHARING PET SITTING DUTIES:**

- V.I.C. Pet Care will not be held responsible for problems arising with your pets or home when an individual not employed or insured by V.I.C. Pet Care is simultaneously providing pet-sitting or dog-walking services.
- The client must provide the name and contact information for any additional individual(s) providing services to pet(s) or home, including approximate time(s) of arrival so as to not alarm V.I.C. Pet Care pet sitters.



### **LATE DEPARTURE & EARLY RETURN POLICY:**

- Reservations are confirmed according to the availability of our pet care professionals. Therefore, a client who departs later than the scheduled reservation start date and/or time or returns home before the schedule reservation end date and/or time is required to pay the full balance for all reservations made.

### **CONTACT UPON RETURN:**

- The client must contact V.I.C. Pet Care (call, text or email) as soon as possible upon return home.
- If V.I.C. Pet Care is unable to reach the client within 12 hours after the indicated return date and time, a sitter will make an additional visit to ensure the safety and welfare of pets. Clients will be held responsible for the cost of any additional visits needed.

### **PET VACCINATION & DANGER TO PET SITTER:**

- Each pet must be current on vaccinations unless the veterinarian does not recommend due to pet's health or age.
- The client is not required to supply pet medical history or vaccines records on the portal. We do require to have the pet's veterinarian contact information on file in case we need to request records in case of an emergency.

### **PAYMENT FOR SERVICE:**

- The client must provide FULL payment for all services to be rendered on the first day of service. We accept all major credit cards, PayPal, check or cash.
- If payment is not received at the time of service, V.I.C. Pet Care reserves the right to deny any future visits.
- The client may choose to leave the sitter a tip. Cash is usually the most convenient. Tips may also be made by credit card. To tip by credit card, the client should first pay the balance for services on the portal and then make a separate payment for the tip. The tip will appear as a credit on the client's account and will be assigned to the sitter.

### **LATE CANCELLATION POLICY:**

- Late cancellations are defined as those made with  $\leq 48$  hours advance notice. Up to 3 late cancellations by the client are permitted, free of charge, in a rolling 1-year period. The 4th late cancellation and any additional late cancellations made by the client in a rolling 1-year period will require full payment for the cancelled service(s).
- Please note that holiday cancellations have their own policy section noted above



## **LATE PAYMENT POLICY**

- Balances unpaid after 30 days from initial service are subject to a finance charge of 10% of the total invoiced amount.
- V.I.C. Pet Care has the right to refuse service to a client that has an unpaid balance on their account longer than 60 days.
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## **RETURN CHECKS:**

- There will be a \$15 fee for each returned check processed.
- V.I.C. Pet Care will contact the client first to discuss payment options.

## **INCLEMENT WEATHER:**

- V.I.C. Pet Care will make every attempt to contact the client for consultation on handling the pet(s) and home in the event of inclement weather or other natural disasters.
- V.I.C. Pet Care will also contact the individuals listed by the client as emergency contacts to discuss different options if needed.

## **PET SITTER ILLNESS OR INCAPACITY:**

- In the event of personal emergency or illness of pet sitter, the client authorizes V.I.C. Pet Care to arrange for another qualified person to fulfill responsibilities.
- The client will be notified ahead of time in such instances.

## **LIABILITY:**

- If a pet sitter is bitten or otherwise injured by a client's pet and that pet is unvaccinated, then it will be the client's responsibility to pay all costs and damages incurred by the victim.

The client releases V.I.C. Pet Care from liability due to all of the following:

- Damage to home or property caused by the pet(s)
- Injury, disappearance, death, or fines due to the pet's access to the outdoors, including use of a "doggie door"



- Injury, illness, or death due to the inherent risk of leaving pets home alone in between scheduled pet sitting visits, including, but not limited to, pets with advanced age or medical conditions
- Actions (or inactions) of other persons having access to the client's premises

## **PHOTO RELEASE:**

- The client authorizes V.I.C. Pet Care to use any pet photos taken during visits to be used for monthly newsletters, website, Instagram or Facebook.
- All photos taken will be focused on the pet and will not show details of your home or valuables
- If the client declines the photo release policy, they need to contact V.I.C. Pet Care by e-mail.

## **PET HEALTH & VETERINARY CARE:**

- In the event that a pet appears to be ill, injured, or at significant risk of experiencing a medical issue while in the care of V.I.C Pet Care, the client grants permission to V.I.C Pet Care to seek veterinary service from a veterinarian. The client must indicate the preferred veterinary service provider on the client portal. The client grants permission to V.I.C. Pet Care to seek services from other veterinarians or emergency care clinics as necessary.
- V.I.C Pet Care will make every effort to contact the client regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible.
- The client acknowledges that while V.I.C. Pet Care works hard to prevent accidents and injuries, such problems may occur no matter how well a pet is cared for.
- The client authorizes V.I.C. Pet Care to use best judgment in handling these situations and acknowledges that V.I.C. Pet Care and its pet sitters assume no responsibility for the actions and decisions of the veterinary staff.
- The client assumes full financial responsibility for any veterinary services rendered, including but not limited to diagnostic testing, treatments, procedures, grooming, medical supplies, and boarding. Such payments will be made by the client within 14 days of the initial incident.
- The client assumes responsibility for all special service fees assessed by V.I.C. Pet Care for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.
- The client authorizes V.I.C. Pet Care and the primary veterinarian(s) to share all pet medical records with any other veterinary clinics in an emergency in the interest of providing the best care for an ill or injured pet.
- The client must notify V.I.C. Pet Care of any signs of injury or illness as soon as they appear and prior to any visit. V.I.C. Pet Care reserves the right to cancel service at any location where a pet with a potentially infectious condition exists.
- V.I.C. Pet Care strives to provide clean, safe service to each of our clients. As such, V.I.C. Pet Care strongly recommends that each pet be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.



- This agreement grants permission for future veterinary care without the need for additional authorization each time V.I.C. Pet Care cares for one or more of the client's pets.
- The client acknowledges that this agreement applies to all pets under V.I.C. Pet Care's care.