

PEACE VALLEY PET CARE

A division of Lovell's All-Star Pets, LLC
610-996-5150

Client Information Contract Form – Complete at this Meeting (or)

- 1) Mail the completed forms to: Peace Valley Pet Care - P.O. Box 1517, Doylestown, Pa. 18901
- 2) PDF all of the completed forms to peacevalleypetcare@gmail.com

Client's Name: _____

First Name(s)

Last Name(s)

Client's Street Address: _____

City _____ Zip Code _____

Home Phone: (____) _____ Work Phone: (____) _____ ext. _____

First Name _____ Cell # _____ First Name _____ Cell # _____

E-mail address: _____ E-mail address: _____

PEACE VALLEY PET CARE SCHEDULING POLICY'S

- All requested visits & cancellations must be made by contacting our office – by email or phone: Email = peacevalleypetcare@gmail.com or Phone – 610-996-5150 or Text 610-996-5150. (Monitored 24 Hours a day/ 7
- **Day's Our Staff cannot schedule, change or cancel any visits – no exceptions.**
- Cancellations for any visits on weekdays is between 7 AM to 8 AM – After 8 AM you will be charged for any scheduled visits. This allows time in our busy mornings to offer staff members other visits that may be available in their area, so they do not lose their income for your canceled visit.
- Weekends are very valuable to all of us: Once booked, you can cancel any visit but you will be charged for any remaining visits.
- **Holiday's- Cancellation fees are strictly imposed during Holiday periods.** - We adhere to a strict policy of NO OVERBOOKING. Therefore, once a client has contracted services, we will turn away business in order to accommodate their schedule. Any holiday bookings that are canceled 14 days prior will not be charged for the scheduled visit, any visits canceled 7 days prior to a holiday will be charged 50 % of all scheduled visits. If any or all of the scheduled visits are cancelled during our holiday service, it will be the responsibility of the client to pay our scheduled service rate confirmation in full. Exceptions may be made due to family emergencies. All PVPC Holidays additional Charges will be added to your invoice \$10.00 per visit – Visiting Staff Member Guaranteed **Gratuity for working on the holiday.**
- If you have any delays in your return travel plans while on vacation you must call Kristie or Rudi to schedule additional Visits. NOTE: Our Staff cannot add or change any scheduled

Weekly Client Visit(s) to be made by pet sitter each day: Note: _____

Morning (7 AM to 11:30 AM) Midday (12 PM to 3:30 PM) Evening (4 PM to 7:30 PM) Late Night (8 PM to 9 PM)

____ Monday ____ Tuesday ____ Wednesday ____ Thursday ____ Friday ____ Saturday ____ Sunday **Optional – Target Time:** _____

Vacation Clients only: Free Home Care: Bring in Mail or Newspaper: ____ Water Indoor Plants: ____

Date 1st visit to be made: _____ Morning Noon Evening Late Night - Requested Time: _____

Visit(s) to be made by pet sitter each day: Morning Noon Evening Late Night

Date last visit to be made: _____ Morning Noon Evening Late Night - Requested Time: _____

Question's: 1.) Leave you a note at each visit: ____ 2.) Text once per day to let you know that your pets are ok: ____

Please Note: We make every attempt to provide our clients with the same staff member. However, we all need time off for personal days, sick days, vacation days. If your regular staff member is not available, we reserve the right to send out another staff member of our choice. **We understand that some regular & new clients may want to meet this staff member to make sure that you are comfortable with who is in your home.** This can be arranged at any time at a cost to the client in the amount of \$10.00 to cover the staff member's time only. Please let us know if you want to meet the visiting staff member – a \$10.00 fee will be added to your invoice to cover the cost of their time to meet with you – no exceptions.

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Please Note: If anyone has access to your home while the pet sitting job is being performed, we Peace Valley Pet Care, can assume no liability For any damages or losses to your home or pet. The utmost care will be given in watching both your pet(s) and your home. However due to the extreme unpredictability of animals, we cannot accept responsibilities for any mishaps of an extraordinary or unusual nature (i.e., biting, furniture damage, accidental death, etc.) or any complications in administrating medications to the animal. Nor can we be liable for injury, disappearance, death, or fines of pet(s) with access to the outside.

Name of Relative, Friend or Service Provider that has access to your home while you are away.

Relative or Friend _____ Phone # _____

Relative or Friend _____ Phone # _____

Landlord/ Maid or Cleaning Service _____ Phone# _____

Do you have an alarm system: YES ___ NO ___ Will it be activated: YES ___ NO ___ Company: _____

Key pad location? _____ Alarm # In: _____ Out: _____ Alarm Password: _____

HOUSE KEY'S: **A minimum of two keys is required at the Meet & Greet - in order for Service to begin to gain entry to your home to service your pet(s) – Keyed entries - no exceptions.** If you only can issue one key, you authorize Peace Valley Pet Care to make a second key at your cost of \$20.00 for our time and cost of the key that will be added to your invoice. All keys will be returned to you if our service is terminated. *(If we are requested to return for keys after the initial meeting you will be charged a \$20.00 fee to cover our costs)* or you can leave a workable hidden key in a pre-determined place outside of your home for the first visit. If we are to enter through a garage door with a code or electronic entry door– they must be in working order – if the door does not open to a malfunction you will be notified – additional charges may apply if there is not a key back up and it takes longer to get into this type of entry.

of keys given to at meeting = _____ Door Lock Code = _____ Garage Door Code = _____

- 1) The fee per visit \$ _____ any additional visits made or services performed shall be paid for at the usual contract rate.
- 2) Pet Sitter is authorized to perform care and services as outlined on this contract. Pet Sitter is also authorized by signature below to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Should specified veterinarian be unavailable, Pet Sitter is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client agrees to reimburse Pet Sitter/Peace Valley Pet Care for expense incurred, plus any additional fees for attending to this need or any expenses incurred for any other home/food/supplies needed.
- 3) In the event of inclement weather or natural disaster, Pet Sitter is entrusted to use best judgment in caring for pet(s) and home. Pet sitter/Peace Valley Pet Care will be held harmless for consequences related to such decisions.
- 4) Pet Sitter agrees to provide the services stated in the contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against Pet Sitter/Peace Valley Pet Care except those arising from negligence or willful misconduct on the part of the Pet Sitter/Peace Valley Pet Care.
- 5) All pets are to be currently vaccinated. Should Pet sitter be bitten or otherwise exposed to any disease or ailment received from Client's animal, it will be the Client's responsibility to pay all costs and damages incurred by the victim.
- 6) In the event that a Peace Valley Pet Care pet sitter is required to employ a locksmith to gain entry into Client's premises due to a malfunction of the lock or a failure of the client to leave a key, it shall be the responsibility of the client to reimburse for all costs incurred. The Client expressly gives Peace Valley Pet Care the authority to employ a locksmith on the Clients behalf in the event of the aforementioned occurrences.
- 7) Peace Valley Pet Care reserves the right to terminate this contract at any time before or during its term if, in its sole discretion, determines that a danger exists to the health or safety of the Pet Sitter. If concerns prohibit Pet Sitter from caring for pet, Client authorizes pet to be placed in a kennel, with all charges there from to be charged to client. Every attempt will be made to notify client regarding such situation.
- 8) Client authorizes this signed contract to be valid approval for future services of any purpose provided by this contract permitting Peace Valley Pet Care to accept telephone and email reservations for service and enter premises without additional signed contracts or written authorization. Client agrees not to solicit any of our staff for any pet care services or any services while they are contracted with Peace Valley Pet Care – no exceptions.
- 9) Peace Valley Pet Care will do their best to provide the same staff member for all scheduled visits, in the event that such staff member is not available due to being sick or not available for any reason, Peace Valley Pet Care has the right to substitute anyone of their staff to complete the scheduled visits without the client's permission. This applies to all regular and or vacation clients. If you are a daily regular client that we provide service for several days per week on a monthly basis, and your regular staff member changes, due to leaving our company or termination, Peace Valley Pet Care will provide the client at no expense to the client a paid new staff member meeting if requested by the client. If you are a daily client and or a vacation client that only utilizes our services on a limited use basis as determined by Peace Valley Pet Care and your normal staff member changes, we will provide you with a new staff member meeting at a nominal cost to the client in the amount of \$10.00 to be paid by the client to cover the cost only of the staff members time to meet with you.

We accept payments by Check or Business Venmo

Payments are due on or before the first service visit for daily, weekly, monthly and all vacation clients - Ask for Details

I have reviewed this Service Contract for accuracy and understand the contents of this form.

Date _____ Client Signature _____

Approved by Peace Valley Pet Care Representative: _____ Date: _____