

Pet Society Co.

CLIENT SERVICE AGREEMENT

This Service Agreement outlines the policies, expectations, and care standards for services provided by Pet Society Co. Please review each section carefully before signing.

Client Information

Client Name: _____ Phone: _____
Email: _____ Address: _____

Pet Information

Pet Name(s): _____
Species/Breed: _____ Age(s): _____
Special Notes: _____

Services Offered

- | | | |
|---|--|-----------------------------------|
| ☐ Dog Walks | ☐ Boarding | ☐ Day Camp |
| ☐ Drop-in Visits | ☐ Overnight House Sitting | ☐ Shuttle |

Add-on Services

- | | |
|--|---|
| ☐ Pet Transportation | ☐ Bath/Brush |
| ☐ Wedding Pet Attendant | ☐ Adventure Camp Upgrade |

Other Requests

Emergency Veterinary Information

In the event of an emergency and I cannot be reached, I authorize Pet Society Co. to obtain veterinary care for my pets) as deemed necessary. I agree to be financially responsible for all costs incurred.

Primary Veterinarian & Phone# (If known): _____
Emergency Contact (if different from above): _____
Phone: _____

General Behavioral Disclosure

I agree to honestly disclose any known behavioral issues, medical conditions, or history of aggression, fear, or reactivity that my pets) may have. This includes, but is not limited to, biting, resource guarding, separation anxiety, leash reactivity, and escape attempts. I understand that failure to disclose this information may result in immediate termination of services.

Equipment Requirements

Required equipment may include a properly fitted collar or harness, identification tags, leash, food, medications, crate, and any other supplies necessary for safe care.

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Cancellation Policy

- More than 7 days before service: Reservation deposit is forfeited but may be transferred to a future booking at Pet Society Co.'s discretion.
 - 7 days or less before service: Client is responsible for 50% of the reservation total.
 - 48 hours or less before service: Client is responsible for 100% of the reservation total.
- Any reservation deposit already paid will be applied toward the applicable cancellation charge.

Payment and Deposits

A 25% non-refundable reservation deposit is required to confirm all boarding, house sitting, and extended care reservations. Reservations are not considered confirmed until the deposit has been received. The reservation deposit reserves your pet's spot and compensates for dates that may become unavailable to other clients. The remaining balance is due at the beginning of service unless otherwise agreed upon.

Accepted payment methods:

- Cash
- Venmo
- Stripe (online payments)

A 5% discount is available for house sitting/boarding on the remaining balance when paid in cash. The reservation deposit is excluded from this discount.

Photo/Social Media Release

I give Pet Society Co. permission to take photos and/or videos of my pets) during services and to use them for marketing purposes, including social media, website, and other promotional materials.

☐ Yes, I give permission.

☐ No, I do not give permission.

Liability Acknowledgement

I understand that Pet Society Co. will provide the highest standard of care and attention, but I acknowledge that pets are animals and may act unpredictably. I agree that Pet Society Co. is not liable for any injury, escape, illness, or loss unless caused by proven negligence. I release and hold harmless Pet Society Co. from any and all claims, damages, or liabilities arising from services provided.

Agreement & Signature

I have read, understood, and agree to the terms of this Service Agreement.

Client Signature: _____

Date: _____

Pet Society Co. Signature: _____

Date: _____