



'All Canine... All the Time'

# Service Agreement

Contact: Brad  
Office: 617-842-8455  
Email: dogs@dogsrusboston.com

This agreement is between **Dog R Us** and \_\_\_\_\_  
(hereinafter referred to as "Customer") who resides at \_\_\_\_\_.

This agreement constitutes permission to enter above address and perform duties as stated in the Customer and Dog Information Sheet.

Any changes to this agreement must be done so in writing or they will be null and void. With any changes, a new agreement will be presented before any new services are rendered.

Services/Rates: Dog Walking/Playgroup @ \_\_\_\_\_.

Potential Additional Services: \_\_\_\_\_

Payment for Services:  Electronic Check  Check  Credit Card  Cash

Visa/MC Card #: \_\_\_\_\_ Security Code: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Signature: \_\_\_\_\_

\*In the event of a returned check, the Customer must pay the entire invoice and a \$30 fee promptly via cash or money order.

Key Release: Left on final visit  Kept by walker for future use  Mailed

Veterinarian Release Form read and signed: Yes  No

Customer and Dog Information Sheet completed: Yes  No

Customer Picture release for Dogs R Us Website: Yes  No



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## **Policies and Procedures**

The Customer hereto agrees as follows:

### **1) Liability Policy:**

- ❖ **Dogs R Us** and its employees agree to provide services stated in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the Customer expressly waives any and all claims against **Dogs R Us** or its employees, unless arising from gross negligence on the part of **Dogs R Us**.
- ❖ **Dogs R Us** cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker/sitter is not present.
- ❖ **Dogs R Us** or its employees shall not be held responsible for the loss, injury, death, or actions of any pet that the Customer has let outside or has instructed the walker to allow outside while walker is not present. This includes pets with doggie doors and outdoor pets.
- ❖ The Customer understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Customer agrees to reimburse **Dogs R Us** for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ **Dogs R Us** does not accept aggressive animals. The customer agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if customer's pet should bite another person or animal.
- ❖ **Dogs R Us** will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- ❖ **Dogs R Us** will not be responsible for any keys the Customer has asked to be mailed.
- ❖ Customer is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.

**2) Cancellation Policy:** Cancellations must be received within 24 hours of scheduled visit in order to be credited for the daily walk fee. **Dogs R Us** reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

**3) Business Hours:** Business and visiting hours are between the hours of 8 a.m. and 5 p.m. and services are usually completed during this time. **Dogs R Us** will not accept time specific calls as we can not guarantee specific times accurately. A two hour window is acceptable.

**4) Returned Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or money order only.

**5) Payment Arrangement:** Payment is expected when invoice is received. In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 5 days of the completion of services or a late charge of \$20 will be applied.

By signing below the Customer fully understands and agrees to the contents of this agreement:

\_\_\_\_\_  
Customer's signature

\_\_\_\_\_  
Date