

## Terms and Conditions

- 1.) For purpose of this contract "Client" refers to the person(s) listed on page 1 of this agreement. My Pet's Butler and its employees are referred to as My Pet's Butler
- 2.) My Pet's Butler is not an emergency or on-call service. **Service will not be provided unless client has spoken directly to My Pet's Butler and appointments/reservations have been accepted.** My Pet's Butler requests at least 24 hours notice prior to Client's departure.
- 3.) A signed service agreement must be completed before service is provided.
- 4.) Client shall pay a **\$50.00** service fee for NSF cheques.
- 5.) Payment for services will be paid in full. Terms of payment are cash and cheque only. A charge of 2% per month interest is reflected on outstanding balances due after (30) days.
- 6.) **Client agrees to contact My Pet's Butler by phone immediately upon Client's return home.** Otherwise, My Pet's Butler will continue to visit Clients pet(s), and the Client will be charged accordingly. My Pet's Butler will not issue a refund if Client returns home early, but My Pet's Butler **will** apply a credit towards Client's account for future use.
- 7.) Client shall provide My Pet's Butler with a house key during the initial consultation. If the client requires their key to be picked up (or dropped off) more than the initial courtesy visit, there will be a **\$ 10.00** surcharge. **My Pet's Butler is not responsible or liable for any house key(s) left outside at Client's request or for any events that may occur while someone else is in Client's home during the duration of My Pet's Butler service or for any damage to or loss of property from unauthorized entry.**
- 8.) It is expected that Client shall provide adequate supplies, including food, water, litter etc. If My Pet's Butler is unable to provide food and services as requested by Client, My Pet's Butler shall charge a **\$30.00 travel fee** in addition to the actual cost of supplies. A receipt will be provided.
- 9.) Client's pet(s) must be current on vaccinations. Client shall pay for all costs and damages incurred by any party bitten or injured by Client's pet(s) or exposed to an illness carried by Client's pet(s).
- 10.) My Pet's Butler is authorized by signature on service contract to seek emergency veterinary care with release from all liabilities related to transportation and treatment. My Pet's Butler will make every effort to contact Client should this situation arise. Owner agrees to reimburse My Pet's Butler for all services rendered by Veterinarian in accordance with Owners wishes as stated and signed in the "Veterinary Treatment Authorization" form.
- 11.) Client will inform their Veterinarian that My Pet's Butler will be caring for their pet(s) in their absence. If possible Client will make arrangements to have the veterinary hospital/emergency clinic reimbursed for any service necessary during their absence by leaving their credit card # on file.
- 12.) If, at the discretion of My Pet's Butler, Client's pet(s) should need to be seen by a vet, a **\$ 50.00/hr fee** will be applied. Client's pet(s) will be seen by Client's designated vet listed on **page 4** of the service contract. Should Client be unavailable, My Pet's Butler is authorized to approve medical and/or emergency treatment (**excluding euthanasia**) as recommended by a veterinarian.
- 13.) My Pet's Butler shall not be liable for the health, safety, or well-being of any pet(s) allowed, per Client's request, to be left outside or may escape when My Pet's Butler is not in attendance.
- 14.) My Pet's Butler shall not be liable for the acts of one pet against another or for property damage caused by Client's pet(s).
- 15.) My Pet's Butler shall not be liable for any acts of God, such as floods, hurricanes, tornadoes, ice storms, fire, or death of the pet(s) due to natural causes.
- 16.) Client is responsible for any injury caused to My Pet's Butler due to the condition of Clients premises.
- 17.) If a problem arises such as pipe rupture, flooding, fire, break in etc. My Pet's Butler will make every effort to contact Client and follow their instructions. If Client cannot be reached and immediate action is required for the

health, safety and welfare of the pet(s), Client authorizes My Pet's Butler to make any repairs/decisions deemed necessary. The client agrees to reimburse My Pet's Butler for all expenses incurred for repair of property and will hold My Pet's Butler blameless for work done by other.

- 18.) My Pet's Butler agrees to provide the services stated in this contract in a reliable, caring, and trustworthy manner. In consideration of these services, Client waives and relinquishes any and all claims for liability, including for loss, injury, or death to Client's pet(s), except those arising from gross negligence or willful misconduct on the part of My Pet's Butler.
- 19.) If My Pet's Butler determines that Client's pet(s) poses a danger to the health or safety of My Pet's Butler, it may terminate this contract at any time before or during its term. If health or safety concerns prohibit My Pet's Butler from caring for pet(s), My Pet's Butler will contact Client or a person designated by Client in the contract. It will be the responsibility of the Client, or the designated person, to make arrangements for care. However, My Pet's Butler will make every effort to assist Client should this situation arise.
- 20.) In the event of a personal emergency or illness of My Pet's Butler, Client authorizes My Pet's Butler to arrange for another qualified person to fulfill responsibilities as set out in this contract. Client will be notified in such a case.
- 21.) Any controversy or claim arising out of or in relation to this contract shall be brought to Small Claims Court before any other action is taken.
- 22.) Client's signature on this contract shall bind Client to the terms contained herein for all future services provided. My Pet's Butler may accept phone reservations/appointments and provide services accordingly without additional signed contracts or written authorization.