



Critter Concierge

Pet Services and Products

Customer Confidential Agreement

Brad and Jessica Goff
 Owners
 469-450-5853
www.critterconcierge.com
info@critterconcierge.com

Client Information	
Name _____	Spouse/Roommate _____
Street _____	Phone _____
City _____ TX _____	Zip _____
Subdivision _____	Email Address _____
How did you hear about us? _____	
Other Contact # _____	

Type of Service

Pet Sitting Dog Walking Pooper Scooping House Sitting Lock Out Service

Frequency of service

1 per week 2 per week 3 per week 1 per month random

1 per day 2 per day 3 per day more than 3 per day

2 Visits per day are approximately 12 hours apart, 3 visits per day are morning, mid day and late evening.

Number of Pets

1 2 3 4 more

Alarm Information	
Garage Code _____	_____
Gate Combination _____	_____
Alarm in _____	_____
Alarm out _____	_____
Password _____	_____

Key Information	
Key received and tested ? Yes___ No___	
Will Key Be Retained on File: Yes___ No___	
Does anyone else have a key: Yes___ No___	

Pet Sitting/Dog Walking Information		
Emergency Contact Information		
Name _____	Phone _____	Work Phone _____
Name _____	Phone _____	Work Phone _____
Will Anyone be in your home during your absence? Yes___ No___		
Name and Phone: _____		
Reason For entry: _____		
Veterinarian _____	Phone Number _____	Address _____
Does Critter Concierge have permission to take your pets to the veterinarian if they deem necessary: Yes___ No___		
Client accept full responsibility for any charges incurred for pet care including vet or medications deemed necessary _____ Initial _____		
Pets Name _____	Type of Pet _____	Unusual Behaviors _____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Do you want to receive Daily Updates: **Yes___ No___** Via Email: **Yes___ No___** Via Text Message: **Yes___ No___**

TERMS & CONDITIONS	
The initial term of this agreement shall be as follows	
DATES OF SERVICE REQUESTED	
From: _____	To: _____ Total # of visits _____
Pet Services Fees: _____ Per Visit/Day/Week: _____	

Special Instructions

PERMISSION TO ACCESS

The associates of Critter Concierge have permission to enter premises located at _____ to provide services for pets during the dates the pet owner requests pet care services. Oral requests are the usual nature of the pet business. _____ (initials)

APPROVAL FOR FUTURE SERVICES

Owner authorizes this signed contract to be valid approval for future services for any purpose permitting the Critter Concierge to accept telephone reservations for service and enter premises without additional signed contracts or written authorization.

Agreement

In the event of inclement weather or natural disaster, Critter Concierge and it's representatives is entrusted to use best judgment in caring for pet(s) (unless instructed by client to do otherwise in writing). If circumstances beyond the control of Critter Concierge prohibit them from following instructions, Critter Concierge will be held harmless for consequences related to such decisions.

Critter Concierge agrees to provide the services stated in this 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 said Critter Concierge except those arising from negligence or willful misconduct on the part of Critter Concierge.

Client understands this contract also serves as an invoice and takes full responsibility for prompt payment of fees. A handling fee (\$25) will be charged on all returned checks. Payment is due upon receipt of invoice. Payments not received within 15 days of service are subject to 10% of total or minimum of \$ 10.00 late fee _____

In the event of personal emergency or illness of pet sitter, client authorizes Critter Concierge to arrange for another qualified person to fulfill responsibilities as set forth in this contract. Client will be notified in such a case.

Critter Concierge may allow a "pet sitter in training" to accompany pet sitter on visit and will supervise behavior of all such additional pet sitters.

Critter Concierge is not to be held responsible in any way if pet is injured or sickened by any hazard present in the client's home or yard. In addition, pet sitter is not responsible if pet escapes from back yard, due to inadequate fencing, if the instructions to the pet sitter include allowing pet to run free in said back yard, etc.

In the event pet escapes from yard, Critter Concierge will exercise all reasonable efforts to locate and return pet, including contacting local shelters, posting flyers, searching the neighborhood, etc.

In the event Critter Concierge must retrieve escaped animal from a shelter, client is responsible for any fees incurred by pet sitter in such retrieval. In addition, if any pet needs urgent veterinary care, client is responsible for all veterinary charges incurred.

All pets are to be currently vaccinated. Should Critter Concierge be bitten or otherwise exposed to any disease or ailment received from client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim.

Client authorizes this signed contract to be valid approval for future services for any purpose provided by this contract permitting Critter Concierge to accept telephone reservations for service and enter premises without additional signed contracts or written authorization

Client agrees to notify Critter Concierge, by text, email or phone upon returning home so that pet sitter knows pets will be taken care of from that time on. Client also agrees to call Critter Concierge in the event of a delay of returning to town & to pay (upon return) for any additional days pet sitting added on, due to a delay of client to return to town on schedule. Should pet owner return home early the pet sitter should be notified a minimum of two hours before the next scheduled visit to avoid being charged for visit.

Cancellation - Critter Concierge should be notified of all cancellations at the earliest possible time. Cancellation not received at least 48 hours in advance are subject to at least one day service fee. This is pertaining to cancellation service and not skipping a visit at the beginning or end of a service where we require a 2 hour notice.

Our commitment:

We will NOT touch/disturb anything in your home

We will NOT use or answer your telephone

We WILL check to make sure your residence is locked and secure each time we leave

We will, at your request, send you a text message or call you to let you know about your pets/home. If not specifically requested, we will only call in the event of a problem or emergency.

Customer Signature

Date

DL # (required for checks)

Critter Concierge

Payments may be made by cash, check, money order or credit cards via paypal service