

SERVICE AGREEMENT

This agreement constitutes permission to perform duties as agreed upon verbally in person or by phone, or in writing via text message or email exchange. Any changes to this contract must be done in writing or will be considered null and void. Gray Shepherd has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented for signature before any new services are rendered.

You as the client agree to the following:

- 1) As caregiver, Gray Shepherd shall provide services in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, client expressly waives any and all claims against Gray Shepherd, unless arising from negligence on part of caregiver.
- 2) Gray Shepherd shall not be held responsible for the loss, injury, illness, death, or actions of any pet under its care unless arising from negligence on the part of the caregiver.
- 3) **Vaccination Requirements** (for hikes or any other service involving socialization): Client understands that all dogs must be under the care of a veterinarian and present proof of the following vaccinations, to be administered at least seven days before the start of service: Rabies (within three years), DPP (distemper/parvo/parainfluenza, within three years), Bordetella (“kennel cough,” within one year). Proof of a yearly titer test may be furnished in lieu of DPP vaccination only. Gray Shepherd also requires that all dogs be current on both heartworm and flea-and-tick preventatives. Client understands that we check all incoming guests for fleas/ticks on arrival, and that we cannot accept any dog with signs of either. Gray Shepherd does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian. Gray Shepherd reserves the right to transport pet(s) to a veterinarian and employ vet services if caregiver deems it necessary. Client is responsible for all applicable charges.
- 4) All pets must wear proper licensing identification. Gray Shepherd is not liable for any fines incurred if pet is not wearing such identification. Client will be responsible for all citations incurred if such licensure is not maintained.
- 5) Gray Shepherd will not provide care for aggressive, unruly, or untrained pets. Pet is cared for based on client’s representation of pet behavior. Client will be responsible for all damage/injury caused by aggressive behavior/actions. Client will also be responsible for all follow-up treatment expenses relating to such behavior.

6) Gray Shepherd will not be responsible for any damage to property of client or others unless arising from negligence on the part of caregiver.

7) Gray Shepherd reserves the right to deny or terminate service at its own discretion, due to (but not limited to) safety concerns, financial concerns, or inappropriate or uncomfortable situations.

8) Gray Shepherd requires that client arrange for a responsible party to care for client's pet(s) in the event of unforeseen circumstances such as illness or death to either caregiver or client or in the event of extremely inclement weather or a natural disaster. (This should be a neighbor or nearby family member or friend who has been granted permission and has the ability to enter client's home.) Gray Shepherd is not responsible for pet(s) in the event of such circumstances.

9) Gray Shepherd may photograph client's pet(s) for the purpose of privately emailed and/or texted client updates. Gray Shepherd may also use these photos on its website and/or via other marketing channels, including but not limited to social media outlets and company newsletters. All photos taken are the property of Gray Shepherd.

10) **Payment and Cancellation Policies – overnight care:** Payment for overnight care is due before service begins according to the following schedule: 50% down payment upon scheduling service, 50% balance no later than 7 days before service begins. Payment is accepted in cash, or by credit card in person, over the phone, or online via emailed invoice. Charges for cancelled overnight care will be issued according to the following schedule: 0% charge if cancellation is made more than 14 days before service; 50% if less than 14 days before service; and 100% if less than 48 hours before service.

10b) **Payment and Cancellation Policies – dog walking, hiking:** Full payment for walking and hiking is due no later than 3 days prior to service, unless a payment agreement has been established. Payment is accepted in cash; by personal check; or by credit card in person, over the phone, or via emailed invoice. Charges for cancelled hiking will be issued according to the following schedule: 0% charge if cancellation is made more than 48 hours before service; 50% if less than 48 hours before service; and 100% if less than 24 hours before service.

11) Future service: This contract shall be valid approval for later-date service, permitting Gray Shepherd to accept all future phone, text message, or email reservations and to perform care without additional signed contracts or written authorizations.

By signing below the client fully understands and agrees to the details of this agreement:

Client signature

Date

This service agreement is valid until a new agreement is signed.