



## Service Contract

This contract is an agreement between **Prestigious Pets LLC** ("Prestigious Pets") and Robert Duchauquette ("Client" OR "Customer") for pet sitting and/or dog walking/running services.

### SERVICES/FUTURE SERVICES/ACCESS

Client authorizes Prestigious Pets to care for Clients' pet(s). Client authorizes Prestigious Pets and its sitters to perform pet care services as outlined in the attached Client Profile. This contract remains in effect in its entirety for all future services, and authorizes Prestigious Pets to render services as scheduled by the Client. Client further authorizes Prestigious Pets to enter Client's premises without additional signed contracts or written authorizations, until notice is given otherwise.

### VETERINARIAN CARE

Client authorizes Prestigious Pets to obtain emergency veterinarian care for Client's pet(s) while the Client's pet(s) are under the care of Prestigious Pets. Client agrees to allow Prestigious Pets to use its best judgment as to when veterinary care is needed if Client is unreachable, and to allow Prestigious Pets to use the veterinarian of its choice if Client's veterinarian is unavailable. Client authorizes Prestigious Pets to approve any treatment recommended by the veterinarian, and client to be fully responsible for payment. Client agrees that the credit card on file is to be used for any expenses incurred.

### INCLEMENT WEATHER

In the event of inclement weather, Prestigious Pets is entrusted to use its best judgment in regards to travel safety and ability whether traveling to care for Clients pet(s) and home is safe.

### CAREGIVER/SITTER/WALKER

RD (Client Initial) Client understands that they have authorized and hired the company Prestigious Pets for the services provided and that a specific Walker, Sitter, or Caregiver is not guaranteed 100% of the time for each visit. All Prestigious Pets Staff/ Team Members have been interviewed, passed background checks, are specifically trained, and will have access to clients detailed profile notes for each assignment or duty.

### **There will be an additional charge of \$5 per visit during the following holidays:**

Easter Weekend (Sat and Sun)    Labor Day Weekend (Sat, Sun Mon)    Memorial Day Weekend (Sat, Sun, Mon)  
4<sup>th</sup> of July Weekend (days vary)    Thanksgiving (Tues – Sun)    Christmas/New Year (Dec. 20-Jan 2)

### SCHEDULED TIMES / HOW TO BOOK APPOINTMENTS

Prestigious Pets is unable to guarantee **exact** arrival times. We ask for a 2 hour window in order to be able to comply with your requested times for the visits. Please note that your sitters' day is susceptible to several different factors that may contribute to timeline changes. We ask that you book your appointment requests by an email to [prestigiouspetsdallas@yahoo.com](mailto:prestigiouspetsdallas@yahoo.com). This will assist with records. Your scheduling requests will be confirmed once booked.

### UNSECURED PETS

**Prestigious Pets will not be liable for free-roaming outdoor pet(s), including cats or dogs left out in the yard, or with access to a doggy door.** All pet(s) must wear an ID tag with a contact number, and it is strongly advised that they remain inside the home or confined for their safety and welfare during your absence.

### PAYMENT

**Payment is due as soon as the appointment is booked.**

**We accept cash, check or credit/debit card. Please make checks payable to Prestigious Pets.** Prestigious Pets requires a credit card to be kept on file. If payment has not been received 10 days after the due date, the credit card on file will be charged. There is a discount when paying with cash or check. This discount will automatically be calculated into your invoice total.

### PET SITTING VISITS/OVERNIGHT VISITS

Pet sitting and overnight visits typically require more time to prepare your sitters schedule. We request that you allow for 72 hours prior to requested service. (This will vary, based on availability and scheduling. Please always ask us for the service you need, and we will make every effort to accommodate). Since time has already been scheduled for your pet(s), Prestigious Pets does not offer refunds. Prestigious Pets will issue a credit to your account towards future services, unless the cancellation is less than 72 hours prior to the scheduled service, in which case the payment will be forfeited.

### FEES AND PAYMENT

The fee for **pet sitting** is \$ 25 per visit. Additional charges could apply depending on additional services requested.

PrestigiousPetsDallas@yahoo.com  
214-912-7799  
www.PrestigiousPetsDallas.com


**WEEKLY DOG WALKING/RUNNING VISITS - LAST MINUTE BOOKING OR CANCELLATIONS**

**Same day (or for next day, made after office hours) requests for visits are only accepted Monday through Friday prior to 9:00 AM on the day of (excluding Holidays).** In this case we should be able to make the addition to your sitters' schedule. However, please note that the requested length of visit may be susceptible to business levels and need to be adjusted. Please note that we will confirm any requested visits either by phone call or email.

**Same-day cancellations for weekday service must be received prior to 9:00 AM on the day service is scheduled,** in which case Prestigious Pets will issue a credit to your account towards future services. On weekends and holiday blackout dates same-day cancellations are not accepted. Charges will be incurred if walks/runs are not canceled, whether the pet is home at the time of the scheduled visit or not. If your walker/runner arrives for the visit, you will be charged. As soon as you realize you will not need the day's walk, please call 214-912-7799, leave a voicemail, and follow up with an email.

**KEYS/ACCESS TO BUILDING.**

**Providing complete access to building and home is client's responsibility. This includes any gate codes, and possibly key fobs. Prestigious Pets will require Client to provide two (2) TESTED house keys at the initial visit.** If two spare keys are not provided there will be a \$5 per key charge added to the invoice. Client authorizes Prestigious Pets to use the keys/fobs/codes to access Clients home. Client authorizes Prestigious Pets to make an additional key copy, if needed to access and care for clients pet. Keys will be kept anonymously by code on file at Prestigious Pets, locked, and password protected. Key chains do not display Client name or address information.


 (Client initial) **THERE WILL BE A \$15 FEE IN THE EVENT CLIENT REQUESTS THAT KEYS BE RETURNED. Keys will be returned by certified mail with delivery signature required. Keys can also be destroyed and disposed of upon request if you choose not to incur the charge for the certified mail fee. For security reasons, keys cannot be picked up at location.**

**PROOF OF VACCINATIONS**

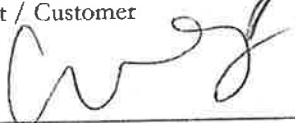
Proof of pet(s) vaccinations is to be provided to Prestigious Pets. In the event Prestigious Pets employee or contractor or third party is bitten by or otherwise exposed to any disease or ailment from Client's pet(s), it will be Client's responsibility to provide vaccination records, and to pay all costs and damages incurred. Client authorizes Prestigious Pets to provide clients contact information to any party that has been injured by client's animal.

**LIMITATIONS OF LIABILITY / INDEMNIFICATION AND INSURANCE** Prestigious Pets agrees to provide all services in a reliable, caring, and trustworthy manner. In consideration of these services and as an express condition thereof, Client expressly waives and relinquishes any and all claims against Prestigious Pets, any of its employees or contractors, and except for those arising from the willful misconduct on the part of Prestigious Pets. It is further expressly understood that Prestigious Pets shall not be held responsible for any damage(s) to client's property, or that of others, caused by clients pet(s). Client further waives and relinquishes any claims against Prestigious Pets for any injury, disappearance, or death of pets(s) while under the care of Prestigious Pets, its agents, employees or contractors. Client assumes full responsibility for any aggressive behavior or biting by pets(s) and will be liable for any medical expense or other damages that result from action of Pets. Client hereby agrees to indemnify Prestigious Pets from liability, including but not limited to attorney or court fees, arising from any injury or damage to Prestigious Pets' contractors or employees, third parties, or real/personal property of third parties as a result of the actions of Client's pet(s). Client agrees to disclose to Prestigious Pets any known pet aggressive behavior and assumes all liability for aggression or any other injury as a result of actions of Client's pet(s). Client agrees to assume all liability for the actions of pet(s) and agree to maintain personal liability insurance in the event of such an incident.

**NON-DISPARAGEMENT / INJUNCTION** In an effort to ensure fair and honest public feedback, and to prevent the publishing of false or libelous content in any form, your acceptance of this agreement prohibits you from taking any action that negatively impacts Prestigious Pets LLC, its reputation, products, services, management, employees or independent contractors. Prestigious Pets, LLC will make every reasonable attempt to resolve or assist in any dispute or disagreement in services. Any violation of this clause is to be determined by Prestigious Pets LLC in its sole discretion. In the event that Prestigious Pets LLC determines litigation is required for resolution, client accepts responsibility of legal fees encountered by Prestigious Pets LLC as a result. Customer acknowledges that any damages awarded would be inadequate and insufficient remedy for breach of this Non Disparagement Clause, and that breach of such clause will result in immeasurable and irreparable harm to Prestigious Pets. Therefore, in addition to any other remedy to which Prestigious Pets may be entitled or awarded by the customers breach of this clause, Prestigious Pets shall be entitled to seek temporary, preliminary, and permanent injunctive relief from any court of competent jurisdiction restraining customer from committing or continuing any breach of this Non Disparagement Clause. This clause shall survive any termination of this agreement. Prestigious Pets shall be entitled to preliminary and/or permanent injunctive relief for a violation, or a threatened violation of the restrictive covenants herein.

  
\_\_\_\_\_  
Client / Customer

10/2/15  
Date

  
\_\_\_\_\_  
Representative of Prestigious Pets

\_\_\_\_\_  
Date