**Service Agreement**

**Operation Time**

Monday -Friday 8am – 5pm **(Appointments Only)**

Saturday- Sunday (**CLOSED** Appointmentsonly If we are available**)**

Holidays (**CLOSED** Appointments Only If weare available**)**

**Special arrangements by appointment only (If we are available)**

**Service Agreement**

Our service contract needs to be read and signed before we render any service. We are more than happy to speak to you about any questions or concerns you might have about the contract.

**Payment Policy**

All payments for **pet sitting, walking, boarding, boot camp and group training** is due before services are rendered.

Any service over **(20)** twenty days are required to pay **2wks** upfront and every **2wks** after or can be paid in full. We accept **Cash Only** currently. By signing this contact client agrees to the **Caribbean Canine** **Concepts** cancellation policy which is as follows:

**All Pet sitting, walking and boarding Cancellation Policy.**

A full refund if cancelled 24 hours in advance if not a fee of **$50** will be charged to client if they do not call to cancel.

**Cancellation Policy for pet sitting** (when client is gone for 2 or more days)

Notify us 5 full days prior of cancelled visits: Full refund will be given to clients.

Notify us 3 days or less, a fee of **$50** will be charged to client.

**Weekend Rates If Available**

If needed on weekends a **$30.00** additional service charge will be applied per day.

**Major National Holiday Rates If Available**

If needed **$50.00** additional services charge will be applied to holidays: **New Year’s Day, Majority Rules Day, Good Friday, Easter Monday, Labor Day, Whit Monday, Independence Day, Emancipation Day, National Heroes Day, Christmas Day, and Boxing Day.**

**Cancellation Policy for Boarding, Dog walking, Pet sitting over Major National Holidays** Notify us 5 full days prior of cancelled visits: full refund will be given to clients.

Notify us 2 full days or less, a fee of **$50** will be charged to client.

**Last- minute Fee (LMF):**

Clients agree to pay **$25** last minute fee **(LMF**) to **Caribbean Canine Concepts** for anyreservation made with less than 24hrs.

**Veterinary Care / Pet Illness**

Clients is aware and agrees to the medical cost of any fees should they arise from animal(s) being ill or otherwise needed care. Clients agree to pay the sitter **$35**/per hour should the pet(s) need to be taken to the veterinarian.

**Veterinary Care Overseas**

If **Caribbean Canine Concepts** must travel overseas with any animalClient must provide all expenses ticket, housing, vehicle, gas, 3 meals per day and a daily fee. Client is responsible for all medical cost that arise during theirpet visit to the veterinarian. **Contact Randy for more information** **(242) 552-5397**

**Medication Fees**

**$5** per day If the dog is in **Caribbean Canine Concepts** care(but price can vary depending on what must be done)

**$25** per day If the dog is not in **Caribbean Canine Concepts** care (but price can vary depending on what must be done)

**Restocking Supplies**

If sitter needs to restock supplies, Client agrees to pay **Caribbean Canine Concepts** a one-time **$35/**restocking fee along with receipt payment.

**Injury to Pet Sitter or another person by Client’s Animal(s)**

Client will be fully responsible for all medical expenses and damages resulting from an injury to pet sitter or other person by the client’s pet(s). Client agrees to pay the full cost of all medical expenses and damages should they arise to the **Caribbean Canine Concepts** pet sitter or the pet sitter’s possessions as result of the client’s animal(s) actions. Client agrees to indemnify, hold harmless, and defend **Caribbean Canine Concepts** in the event of a claim by any person injured by the client’s pet(s).

**Off- Leash pet(s)**

Some clients request off-leash activity and play for their dog(s) client is aware and agrees that the client’s dog(s) may be off- leash in designated dog parks and other legal for dog’s areas to provide maximum exercise and play for client’s dog(s). Client agrees that should the client’s dog(s) run away or be injured during the off- leash play time, neither **Caribbean Canine Concepts** nor **Caribbean Canine** **Concepts** pet walker/sitters will be held liable for nor damages resulting to people or other animals or to the client’s dog(s).

**Unsafe Pet(s)**

This contract permits **Caribbean Canine Concepts** to use discretion to stop and end service at any time that client’s dog(s) pose danger to the safety and health off itself, other pets, other people, or **Caribbean Canine Concepts** sitter/walkers.

**Solicitation of Caribbean Canine Concepts Sitters:**

Clients agrees that the pet sitter provided by **Caribbean Canine Concepts** is employed through **Caribbean Canine Concepts** and is contracted to work only through **Caribbean Canine Concepts** and not directly through the individual client listed above. Client agrees that all reservation for present and future sitting, and dog walking must be made through **Caribbean Canine Concepts** and not individual sitter. Client is aware that **Caribbean Canine Concepts** sitter may give out his/her personal number to the client. Client agrees to use this number only in the event of an emergency during which the sitter/walker is already employed directly through **Caribbean Canine Concepts** for clients. Clients agrees that this number shall not be used or any solicitation of future pet sitting or dog walking. Client is aware that should this contract be broken; legal fee and misuse-of-staff charges will apply.

**Client Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Print Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pet Names:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Today’s Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_