



Apple a Day Pet Care

VETERINARY RELEASE AGREEMENT

- For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. The terms Pet Sitter, Apple A Day, and Apple A Day Personal Pet Care are synonymous with the person providing the services.
- In the event that any of my pets appear ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Apple A Day, I give permission to the Pet Sitter to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed below. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable, should mine not be available.
- I ask the Pet Sitter to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$ _____ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that the Pet Sitter providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow the Pet Sitters to use their best judgment in handling these situations, and I understand that Apple A Day and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).
- I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to pet diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 5 days of the initial incident. I also agree to be responsible for all fees assessed by the Pet Sitter for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 5 days of each incident. I further authorize the Pet Sitter and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).
- I agree to notify the Pet Sitter of any signs of injury or possible illness before any visit as soon as the condition appears. The Pet Sitter reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. The Pet Sitter strives to provide clean, safe service to each of our clients. In doing so, the Pet Sitter strongly recommends that each pet be vaccinated (first years' vaccinations), dewormed, and protected from harmful insects according to veterinarian recommended standards. Every pet at the site of service will be current on its rabies vaccinations (required by law) prior to the arrival of any caregiver.

***Placing Credit Card on file at vet's office is recommended**

Emergency Care

Preferred Vet Name/ Address/Phone:

Alternate Vet Name/Address/Phone:

Preferred Emergency Vet Name/ Address/Phone:

Pet Allergies:

Rabies up to date?

On Flea/Tick/Heartworm Preventative?

Does your pet have a contagious illness?

Pet Medical History: (ongoing/reoccurring conditions and treatments):

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time the Pet Sitter cares for one or more of my pets. I understand that this agreement applies to all of the pets within the Pet Sitter's care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name:

***Electronic Signature or scanned handwritten signature:**

Date:

PROCEDURES FOR NEW CLIENTS

Our agreement to service your pets and home is not 100% confirmed until we have met and made sure we are compatible. For safety reasons, we will ONLY care for non-aggressive cats and dogs. Please read document in its entirety to avoid any future confusion. At the free* consultation, we'll get to know one another, make sure we're a good fit (occasionally there are times when we may not be a good match. If not, we'll gladly refer you to another reputable pet sitting service), and answer any other questions.

If you are ready to move forward at that time, please be prepared with the following:

- **2 spare, working keys (please test before we come over!)** There are usually 2 sitters assigned to a job, which is why we need 2.
- **Deposit** equal to 100% of services to secure your reservation
- *There is a \$20 charge for the meet and greet, *if you're not booking and paying for services at the same time*, that will stay on your account for 60 days & will be applied to the 1st booking. This covers our gas/time.
- The keys & payment can also be mailed to us (APPLE A DAY PET CARE, 12400 St. Hwy 71 West, Ste. 350-201, Austin TX 78738).
- Since our sitters are paid for their time, generally only one of them will accompany the owner on meet & greets. The sitter will meet all of the pets & get a tour of where everything is for the 1st part of the meeting, and then we finish up the meeting reviewing the previously completed paperwork, discussing any questions, policies, obtain keys/payment, etc. All information about pet and home care is given to each sitter that will care for your pets.

MAKING RESERVATIONS

To Make a Service Request

Go to www.appleadaypets.com • Click on the RESERVATIONS page • Click on CLIENT LOGIN.

- Your **user name is the email address** we have on file for you. Your **initial password is the word "password" and/or your zip code**. You can change it any time. The form will ask you all of the pertinent information we'll need.
- In the section of the service request where it asks for **changes**, please indicate ANY changes that may have occurred since our last visit. Make sure you select the correct dates!! Please let us know when making your service request if you'd like an "everything's okay" text or email sent to you after our 1st scheduled visit for your peace of mind!

Contacting Us

Email and text are always the fastest way to reach us. When you call, please leave a detailed voicemail & your call will be returned within 24 hours during the week. If you're calling after 2pm on Friday, your call will be returned on Monday, unless your pets are under our care when you call, then it will be returned much sooner.

Sitters

We cannot guarantee the same pet sitter each time. Please advise if you would ever like to schedule a meeting with the sitters. Our sitters have had thorough background checks, are insured and bonded, and are excellent representatives of our service, who check in with the owner on a consistent basis.

Email Confirmation

- We will always email you a confirmation 1-2 days before your scheduled visits begin— please check over it for accuracy. Please call us @ 512-585-1772 if you do not receive it by 9pm the night before you leave.
- When making a service request, if you do not receive a response within 36 hrs (48-72 hrs during holidays), please contact us.



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MAKE SERVICE REQUESTS IN ADVANCE:

Please make reservation requests **as early as possible**—even a couple months in advance (especially during holidays) — to assure our availability. If you have an emergency, we understand and will try to accommodate you, *but we are not an on-call service*. Any request made with less than 48 hrs notice will be subject to a 1-time **\$10 scheduling fee (\$15 fee for 24 hrs or less)**. If you're out of town, there's always a chance your trip could get delayed due to circumstances beyond your control. We recommend scheduling extra visits on the last day of service in case there are any delays. If you end needing to cancel any scheduled visits, contact us 6+ hrs before they begin and we will credit them towards a future trip.

PAYMENTS

Full Payment Required: Our policy is that we do not invoice. For new clients, payment in full is required five days prior to first scheduled visit with your pets. During the holidays, it's due two weeks before our first visit. For existing clients, payment must be received by the time we make our first scheduled visit to your home.

Late Payments: If payment is not ready on our first scheduled visit, a **\$20 late payment fee** will be added to your bill & due immediately upon your return.

Scheduled Visit Payment: For ongoing services (dog walking, etc), payment is due either bi-weekly or once every 4 weeks at the start of service.

Online Payments: We accept personal checks or credit cards online through PayPal. To pay by credit card, go to our website at www.appleadaypets.com and click on "Pay Now." You do not need to be a member of PayPal to use it. Or, if you leave your credit card information with us for future visits, we will keep it securely on file and charge it 1-2 days before each new service period begins. You will receive a receipt from PayPal, the company we use to process credit cards.

Checks: Please make checks payable to Apple A Day. A receipt is available upon request. There is a **\$20 service charge** for each returned check. Payments for future services may be made by leaving check in a noticeable place in home, such as kitchen counter.

Rates: Rate information is subject to change any time without notice. Find updated rate info at www.appleadaypets.com.

Additional Services: Payment for additional services needed such as purchasing food, litter, etc. is due immediately upon your return.

CANCELLATIONS

Cancellation Charge Schedule (off-peak times): No penalty for 24+ hrs notice (please provide as much notice as possible).
If less than 24 hrs notice is given, a **\$20 cancellation fee** will be assessed and will be due immediately.

Cancellation for Regularly Scheduled Services (mid-day dog walks/potty breaks): No penalty for 4+ hrs notice. (please provide more when possible)
If less than 24 hrs notice is given, payment for visit is required.

Cancellation Charge (holidays; see website for specific dates): We require 1+ weeks' notice for holiday cancellations.
With less than 1 weeks' notice, the full cost of the assignment will be due to us within 4 days of cancellation.
There are **no refunds** if you return early from your trip, since we have already scheduled this time for you. However, we can either continue the job or issue a credit for future use. Credits are valid for one year from the date of issue.
To make a cancellation, the best thing to do is send an email to hilary@appleadaypets.com.
You can also leave a voice mail 24 hrs/day or text 512-585-1772. Make sure you receive a response from us!
Please remember that we have set aside time for your visits. We depend on your business as income. If we have to turn down another client because we are booked (we do not overbook) and you cancel at the last minute, then we will lose income for those visits that we could have done. We understand things happen and we thank you for understanding.

VISITING TIMES

- **Minimum # of visits for vacation services:** Cats - 1x every 24 hours – Dogs: 1x every 12 hours.
- **1x daily cat visits:** Scheduled geographically each day. We're happy to customize our visits to you. If you'd prefer am visits (they will be made by 11:30am), mid-day visits (between 11am-3pm), or evening visits (after 5pm), there will be an additional **\$5 per visit charge**
- **2x daily cat visits:** AM visit is made by 11am and the evening visit is made 8-12 hours later.
- **2x daily dog visits:** made between 6-9am/pm
- **3x daily dog visits:** AM: between 6-9am, mid-day: between 12-3pm, & evening between 7-10pm OR 6-9am, 4-6 pm, and 8:30-10:30pm – completely up to you.
- **4x daily dog visits:** Between 6-8am, 11-1pm, 4-6pm, and 8:30-10:30pm
- **For dogs that either have access to the outside or use pee pads:** our am visits are made by 10:30am and 8-12 hours later for the evening visit.
- If your pets receive 2 daily visits from us for longer than 4-5 days or if you have puppies/senior dogs,, we recommend you add additional visits or lengthen visits to reduce your pets' stress levels.
- **If a visit must be extended because of accidents, extra tasks, etc, we will bill you for the extra time spent @ the rate of **\$7 per 15 min**.

LEGAL CONSIDERATIONS

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals or for home care. The terms Pet Sitter, Apple A Day, and Apple A Day Personal Pet Care are synonymous with the person providing the services. Client authorizes Apple A Day Personal Pet Care and its Independent Contractors or employees to perform care and services as outlined in this contract.

Pet Sitter and its associates are not responsible for:

- **Wilted, dead or otherwise unhealthy plants.** Pet Sitter will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable.
- **Damage to the home** beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, Pet Sitter will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including emergency service time and coordination fees) will be paid by the client, or fully reimbursed to the Pet Sitter within 14 days.
- **Damage to property of the client or others** unless such damage is caused by the **negligent act of Pet Sitter**. Pet Sitter agrees to remain fully insured through PSA or a comparable entity, as well as bonded. The Pet Sitter accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- **Any loss or damage in the event a burglary or other crime** that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Pet Sitter will re-secure the home to the best of their ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored in an undisclosed location. Pet Sitter subscribes to insurance coverage through PSA for lost key lock replacements.
- **Visitor Log:** All other individuals that visit the home are requested to leave a log of their visit to avoid any confusion.
- **Applicable Pets:** The terms of this document apply to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.



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- **Client Waives Claims Against Pet Sitter:** Pet Sitter agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor or Employee, hired by Apple A Day, will be the responsibility of the Independent Contractor or Employee, and the company they represent. All hired Independent Contractors and Employees are required to carry liability insurance with optional coverage or bonding through a reputable company.

Pet Owner is responsible for:

- **Pet-proofing house and yard, and the security fences/gates/latches.** Pet Sitter will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- **Supplying the necessary, safe equipment/supplies needed for care of their pet(s),** including but not limited to current vaccination tags, a leash, pooper-scoopers, litter boxes, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Pet Sitter within 14 days for all purchases made.
- **All medical expenses and damages** resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Pet Sitter, in the event of a claim by any person injured by the Pet.
- **Notifying Pet Sitter when Client arrives back home,** regardless of time, via e-mail, text message, or voice mail. Pet Sitter will continue services until receipt of notification. Client understands there will be a charge if Pet Sitter arrives to Client's home and Client is there.
- Client agrees to **notify Pet Sitter of any concerns within 24 hours of return.**

Right to Terminate Contract:

- Pet Sitter reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.
- **Term Changes:** Client agrees to any future Pet Sitter term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
- **Future Services:** Client authorizes this contract to be valid approval for services so as to permit Pet Sitter to accept all future reservations and enter Client's home without additional signed contracts or written authorizations.

The owner states that he/she as read the Apple a Day Pet Care Client document in their entirety and fully understands and accepts the terms and conditions.

Client/Owner Name:

***Electronic Signature or scanned handwritten signature:**

Date:
