



Zen Doggies Terms of Service

Last updated 4/6/2021

Zen Doggies, LLC (hereby referred to as “Zen Doggies”) is hereby authorized to and will provide dog walking and/or pet sitting services according to client's requested dates and times, as set forth in this Contract. Zen Doggies agrees to provide the services provided for in this Contract in a reliable, caring, and trustworthy manner. In consideration for the provision of the services and as an express condition thereof, the client expressly waives and releases Zen Doggies, its' agents, and representatives from any and all liabilities of any nature for any actions of Zen Doggies except those arising from gross negligence or willful misconduct on the part of Zen Doggies. Client hereby agrees to indemnify and hold Zen Doggies harmless from any claims of injury, expense or damage caused by the actions of Client's dog(s) while under the care of Zen Doggies.

Client agrees to provide Zen Doggies with 24 HOUR OR MORE ADVANCE NOTICE of any cancellation of a scheduled visit. If client cancels less than 24 hours before the scheduled visit, the client will be charged for the full scheduled visit cost. If there is no notice of cancellation or the pet is not present at the time of the visit, or if client is present and no Zen Doggies visit is needed, full visit price will apply. All service requests, cancellations and changes MUST be made via the Client Portal. Requests received after 8pm Monday - Friday or 12pm on Saturday, will be viewed and addressed after 8am on the next business day. A \$10.00 fee will be charged for any service booked within 24 hours of the scheduled time. In case of emergency, a request can be made via Portal and followed up with a text, call or email, and we will do our best to accommodate that request.

Overnight, Vacation and Holiday Visits require 14 DAY NOTICE of cancellation. A 20% non-refundable deposit may be required at the time of booking to hold the date. All Overnight and Holiday coverage must be paid in full 14 days prior to the first visit. No refunds for any cancellations made within 14 days of the first visit. There is also a Holiday fee of \$10 per daily visit & \$25 per Overnight on holidays. Holidays include New Year's Eve, New Year's Day, Easter Sunday, Memorial Day Weekend (Saturday - Monday), 4th of July, Labor Day Weekend (Sat - Mon), Thanksgiving, Christmas Eve and Christmas Day.

Client will provide Zen Doggies with a workable means to enter your home. A lock box is the most effective and secure way to ensure that the key will be available in case of emergency. Standard lock boxes can be purchased at any home improvement store, or we can provide one



Zen Doggies Terms of Service

Last updated 4/6/2021

at cost (average \$35). House key should not be left under a welcome mat or similar location due to safety concerns of Zen Doggies service provider. Zen Doggies will not share your house key with any other party. All door codes & alarm information will be kept confidential. Client must notify Zen Doggies in advance if a visitor (contractor, friend, house guest, etc.) will be at your home during any scheduled visit. Zen Doggies cannot and does not accept responsibility or liability for other persons entering client's home during the Zen Doggies visit. Please notify Zen Doggies of any changes to your routine.

Zen Doggies requires your pet to be vaccinated or proof of titer test and to be up-to-date with veterinary care. Please notify Zen Doggies immediately of any health concerns or issues for your pet. Please provide all current veterinarian records for your pet and any required medications. Also please indicate here any behavioral problems with your pet (e.g., resource guarding, storm phobia, separation anxiety, social issues, dog aggression, human aggression)

Zen Doggies requires your pet to have a safe and secure collar and leash with identification tags at all times.

Zen Doggies will not allow your pet to directly encounter or socialize with other animals on a walk. Zen Doggies realizes animals can be unpredictable and does not accept liability or responsibility for any animal behavior, yours or that of another animal, which results in injury to your pet, to a Zen Doggies employee or any other animal or person. The client accepts full responsibility for the cost of any medical attention necessary to any pets and/or humans involved in any such situations.

If the client provides a fenced area and the client chooses play time for your pet, it is the client's responsibility to ensure that it is secure, locked and contained. Zen Doggies is not responsible for any non-secured fences or openings, broken latches, or other flaws in client's fence.

Zen Doggies will maintain the confidentiality of any information provided to Zen Doggies by you. Zen Doggies will never share information about you, your home or its security will not allow others to gain access to your home or to your alarm system.



Zen Doggies Terms of Service

Last updated 4/6/2021

Zen Doggies will notify you of any concerns about your pet or your home immediately upon learning of those concerns.

In the event of a concern, if you cannot be reached at the number you provided, Zen Doggies will contact your emergency phone number / contact. This includes any pet emergencies, unusual behavior or household emergencies. While Zen Doggies will make every effort to contact you and your emergency phone number / contact, Zen Doggies will leave messages at both of the numbers that you leave and the emergency phone number / contact. Zen Doggies treats these matters seriously and will make every effort to address these concerns, as the safety of your pet and your home are of vital importance to Zen Doggies.

Zen Doggies is authorized by your signature on this Contract to seek emergency veterinary care for your pet and is hereby released from all liabilities related to transportation, treatment, and expense. Such emergency care will only be pursued in the event that we are unable to reach you or your emergency contact, or where the situation is of such imminent danger to your pet that immediate action is required. In the event that such immediate action is required we will nonetheless alert you as quickly as is reasonable under the circumstances of the situation. The emergency care will be sought from the veterinarian or hospital you designate:

Zen Doggies is authorized to approve medical and/or emergency treatment as recommended by your designated veterinarian or hospital, or if he or she cannot be reached by another veterinarian or emergency hospital. The client agrees to reimburse Zen Doggies for any expenses plus any additional fees for attending to this or any other expenses needed.

In the event of inclement weather or disaster, Zen Doggies will notify you immediately if unable to fulfill a scheduled visit. If you cannot be reached, your emergency contact will be notified. Please have a neighbor or friend available to take care of your pet should disaster strike. Zen Doggies will always keep your pet as our top priority and do whatever is humanly possible to fulfill a scheduled visit.

The client authorizes this signed contract to be valid approval for any future services provided by this Contract, including authorization to enter client's home.



Zen Doggies Terms of Service

Last updated 4/6/2021

This Contract can be terminated at any time for any reason at the request of either party.

Client agrees to notify Zen Doggies within 24 hours of any problem or concern relating to Zen Doggies services.

Zen Doggies requires a credit card be on file in your client portal. Our system will automatically charge the card on file, on the date invoice is due. Our service week is Saturday thru Friday, invoices are generated on Friday evenings. It is possible you will receive multiple invoices depending on the start and stop dates of your requested service.