

# Service Agreement

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Between: \_\_\_\_\_  
who resides at \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
Postal: \_\_\_\_\_  
Phone: \_\_\_\_\_

hereinafter known as “the client” or “client” and “Maw’n Paws” hereinafter known as “the company” or “company.”

## **Service Rates**

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Company’s service rates vary according to various criteria such as, but not limited to, location, species, duration, frequency, special requests and considerations, etc. Maw’n Paws reserves the right to change service rates (increase or decrease) at company’s discretion, with reasonable notice. Reasonable notice applies specifically to active clients. An active client is a client who has been serviced by the company within a 30 day period.

The client is responsible for timely payment of all invoices for services rendered at the rates outlined herein. In the event there is a dispute regarding service rates the latest revision to the Maw’n Paws Service Agreement will be used to resolve the dispute. The latest revision of the Maw’n Paws Service Agreement can be found online at [www.mawnpaws.com](http://www.mawnpaws.com).

Maw’n Paws accepts the following forms of payment: cash, certified cheque, money order, cheque, email money transfer, PayPal.

## **Payment Due Dates**

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### **Regular Service**

Invoices for regular service are sent twice per month: once towards the middle of the month and again towards the last day of the month.

Payments are due 5 days after the invoice is delivered unless otherwise documented.

### **Away Service**

Invoices for away service are delivered before the service begins so that the client knows what to expect while the *client* is away.

Payments for away service are due at the start of the first

visit.

### **Holiday Fees**

During all statutory Holidays an additional fee of \$10.00 will be added, per day.

A minimum fee of \$25.00 will be charged for all returned and/or NSF cheques.

### **Non Payment**

Any invoices not paid in full within 30 days of the service end date specified on the invoice will result in Maw’n Paws withdrawing services until the outstanding balance is paid, and may forward the invoice to a collection recovery service. The client will be responsible for any and all fees associated with the collection of the invoice(s). Maw’n Paws may or may not continue service with a client who has defaulted on any invoices.

### **Client Cancellations**

The client understands, and agrees, that if the client cancels a visit with less than 24 hours notice of the scheduled start time the client will be charged the full amount of the scheduled visit. In the event of an early return the client must notify Maw’n Paws immediately to avoid being charged for any unnecessary/overlapping visits.

### **Multiple Access**

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The Client agrees that, during the period of this service agreement no party other than Maw’n Paws will be permitted access to the client’s home or animals. If any third party will be entering client’s home while the client is away Maw’n Paws must be notified in advance. Maw’n Paws assumes no responsibility/liability for any and all damages and/or injuries incurred to the client’s home and/or pet while any other party is allowed access to the client’s home during the course of this service agreement. The Client agrees that failure to disclose this information may result in termination of this service agreement.

Maw’n Paws will not enter a client’s home if there are people, inside or outside, if we were not made aware of. Maw’n Paws will not allow entry to anyone while we are there if we have not been asked by the client to do so. In the event that any unexpected persons arrive at the client’s home while Maw’n Paws is present and refuse to leave Maw’n Paws may contact the local police service for assistance. The client agrees to release full responsibility of

# Service Agreement



Maw'n Paws in the event of Fire, Theft, vandalism, and acts of nature and third party damages to the clients' home and possessions during Maw'n Paws service agreement.

## Medical

The Client agrees that Maw'n Paws may act on their behalf in seeking medical attention or treatment for their pet while in the care of Maw'n Paws. The Client agrees that this may include, but is not limited to, seeking emergency veterinarian services in the event of illness or injury. The Client assumes all legal and financial responsibilities for any and all veterinarian and related charges that may apply to such an event. Maw'n Paws agrees to make every reasonable attempt possible to contact the client prior to making such decisions, but that the care and health of the client's pet will be prioritized above such contact. The client also agrees to reimburse Maw'n Paws for additional time and/or expenses incurred at the rate of \$20.00 per hour. Maw'n Paws will be held harmless for all complications in administering First Aid, medications to client's pet(s) including accidental injury and/or death of the client's Pet(s).

## Incomplete Documentation

Client agrees that any omission of information on the Pet Profiles, Behavioral Information Form, Nutrition Information Form or Medication Information Form that results in illness/ injury to the client, the client's pet, Maw'n Paws personnel or any third party is grounds for withdrawal of services and Maw'n Paws will not be held liable for any subsequent damages/illness/injury.

## Convenience Services

Maw'n Paws may, during pet sitting contracts, provide additional convenience services such as watering plants, collecting mail, opening/closing drapes and blinds, turning on/off lights garbage/recycling/compost etc. Maw'n Paws is not responsible for security services and assumes no liability for the home or contents. Maw'n Paws will not be held responsible for any damages illness or injury caused to personal property, to pets, or to others property or pets.

## Animal Vaccination

If the animal's vaccinations are not up to date the Client agrees to hold Maw'n Paws harmless for any illness acquired by the animal(s) during the course of this service

agreement. Should Maw'n Paws personnel and/or third party be bitten and/or exposed to any disease by the client's pet(s) who are not properly vaccinated/medicated it will be the clients full responsibility to pay all associated costs and/or damages incurred by the victim(s).

The Client is liable or for any illness, injury or fatality to any person(s) or animal(s) as a result of non-disclosure of pertinent health, special conditions or behavior information.

## Weather/Emergency Conditions

In the event of inclement weather Maw'n Paws time spent outdoors will be shortened accordingly and the rest of the visit will be completed indoors.

In the event of a natural disaster or national emergency etc. Maw'n Paws will use their best judgment in caring for client's pet(s) and/or home. Maw'n Paws will not be held responsible for any consequences related to such decisions/consequences during such events.

## Keys

Maw'n Paws requires two copies of the client's house keys. All keys will be coded numerically and held by Maw'n Paws. No personally identifiable information will be used in the coding. If the client does not provide two copies of house keys Maw'n Paws is authorized to make the copies at the client's expense. Security codes will be accepted but will not be a suitable replacement for physical keys in case of power outage or battery failure etc.

## Key Delivery/Pickup

Keys are to be submitted by the client to Maw'n Paws along with this signed service agreement. If the keys are not available at that time the client is welcome to deliver the keys to Maw's Paws, or Maw'n Paws can pick them up for a \$10.00 pick up charge.

## Returning Keys

Keys and Security codes will be retained by Maw'n Paws for the duration of the service agreement at which point they will be returned to the client. It is recommended that the client change their security codes at that point in time. Keys will only be returned to the service agreement signee in person only.

## Special Key Circumstances

# Service Agreement



In the event of malfunctioning keys, locks or automatic door openers the client grants Maw'n Paws permission to hire a locksmith or similar service to resolve the issue at the client's expense. Receipts provided by the service provider will be remitted to the client for prompt reimbursement to Maw'n Paws.

## Termination

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### Client Cancellation

The Client agrees that upon written notice of cancellation of (paid) services this Service Agreement shall be expire, and all future requests for service will require a newly signed contract(s).

### Maw'n Paws Cancellation

Maw'n Paws reserves the right to cancel this service agreement at their discretion for reasons such as, but not limited to, abusive/aggressive pet owners, dangerous pets, unsafe/unhealthy working conditions, refusal of payment, sexual advances/innuendo, etc..

### Animal Threats

Maw'n Paws is required to notify the proper authorities of any animal bites. The client acknowledges that as the Pet Parent that they will be responsible for any and all expenses and damages resulting from any and all injuries sustained from their pet(s).

If any concerns prohibit Maw'n Paws from continuing service the client authorizes Maw'n Paws to place the clients Pet(s) in a qualified boarding facility. The client will pay all expenses incurred in full.

### Personal Emergency

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In the event of personal emergency and/or illness and the primary pet care provider is unable to perform service, the client authorizes Maw'n Paws to arrange for another pet care provider from Maw'n Paws or another qualified service. All terms set forth in this contract will apply to the replacement.

## Alternative Client Arrangements

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If the client requests that Maw'n Paws leave the pet unattended, either at client's residence or otherwise, client hereby agrees to release Maw'n Paws of any and all responsibilities once the animal has been left/placed. This may include, but is not limited to, requests to leave dogs unattended on the client's property, either in an enclosed area or not, a cat left to roam outside & invisible fencing devices, etc..

## Contract Scope & Duration

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This signed contract is valid in conjunction with additional Maw'n Paws services provided that the client makes a written request for additional services. The terms in this contract will remain in effect as long as the client's pet(s) remains a client of Maw'n Paws.

## Understanding

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The client understands that this service agreement is subject to change with or without notice to the client. Such changes may include, but are not limited to, pricing, hours, staffing, service area, services and service details.

The client agrees that they have been given reasonable time to read and understand this and related documents. The client accepts the terms and conditions of this agreement and acknowledges that this agreement shall come into effect upon the date of signing, and binds all signing parties.

# Service Agreement



## Client Signature

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Secondary Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Maw'n Paws Signature

Signing Officer: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Secondary Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_