

## Client Contract/Consent



### Payment:

- A bill will be left at the client's residence.
- Cash or check (Rates are subject to change.)
- Payment is due upon completion of service.
- A \$20 fee will be added to any outstanding bill that is unpaid 30 days after completion of service.
- If collection proceedings are necessary, the client is liable for all collection costs.
- Discounts applicable will be voided after 30 days with an unpaid balance.
- A \$30 charge will be levied for all returned checks.
- National holidays require a \$25 deposit and one week's notice for cancellations. The \$25 will be applied towards payment of the client's balance; however, last minute cancellations will result in forfeiture of the deposit.

### Key Management:

- Should it become necessary to hire a locksmith in order to gain entry to client's premise (due to malfunction of lock or key), the client gives LDAP (Lucky Dogs at Play) permission to employ a locksmith and is responsible for all costs incurred.
- If a key is not given to LDAP to keep on file, the client will be billed a \$10 service charge for the pick up and return of the key to the client's residence.

### Cancellations:

- A 24-hour cancellation policy is required, except for national holidays.
- National holidays require one week's notice of cancellation.
- If a client returns before scheduled visits are complete, or for any reason no longer require the services of LDAP, but fails to notify LDAP within 24 hours of the next scheduled visits, the client will assume responsibility for that day's service.
- Availability of pet care cannot be guaranteed if client contacts LDAP after scheduling has been agreed upon (for example: to extend a vacation for additional days.)

### Pet Care:

- I, (client), authorize LDAP by signature on the veterinary release form to seek emergency veterinarian care with my veterinarian, or one who is available, and release LDAP from all liabilities related to transportation, treatment, and expense. I authorize LDAP to approve all medical and/or emergency treatment as recommended by a veterinarian. LDAP will not authorize euthanasia, should this situation present itself.
- I agree to reimburse LDAP (within one week's time) should any expense be incurred on behalf of my pets.
- In the event of inclement weather, LDAP is entrusted to use best judgment in caring for client's pet(s) and residence. LDAP will not be held liable for consequences related to such decisions.
- In the event of personal emergency or illness of the caregiver, the client authorizes LDAP to arrange for another qualified person to fulfill responsibilities as agreed.

### Liability:

- I waive and relinquish any and all claims against LDAP and its employees, except for those arising from negligence or willful misconduct on the part of LDAP.
- If anyone else has access to client's residence while LDAP has been contracted to perform services, LDAP can assume no liability for any damage or losses to client's pet(s) or residence.
- We cannot accept responsibility for any mishaps of an extraordinary or unusual nature (biting, furniture damage, accidental death, etc.). Nor can LDAP be held liable for injury, disappearance, death, or fines for pets with access to the outdoors.
- LDAP will administer medication to pet(s) according to client's direction. If complications arise, LDAP cannot accept responsibility.
- Client will be liable for caregiver's medical expense and damages should client's pet bite the LDAP caregiver.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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