



## CLIENT AGREEMENT

Please complete this form and fax to 206-274-4673 or scan and email to [info@lepouf.com](mailto:info@lepouf.com).  
\*\*\*Without a completed copy of this form we are unable to get medical care for your pet!\*\*\*

Client's Full Name \_\_\_\_\_

### NO RESERVATION, NO SET UP WITHOUT A CARD ON FILE

We will not schedule any services or client interviews unless and until the client has a valid card on file.

### HOLIDAY SURCHARGE

A holiday surcharge equal to ½ the price of the service scheduled will be added to services performed on the following holidays: New Years Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Years Eve.

### PET SITTING RESERVATION FEE

For all Pet Sitting Services, a non-refundable reservation fee in the amount of \$50 or the total invoice balance, whichever is less, will be charged to your card on file to hold your reservation. 100% of this fee is applied to your service bill unless you cancel your pet-sitting reservation, at which time you forfeit the reservation fee in full.

### CARD ON FILE PAYMENT SYSTEM

All clients are required to keep a Visa, MasterCard, or Amex credit or debit card on file with Le Pouf, which will be charged in accordance with the guidelines heretofore set out. Please note that no reservation will be made until you enter A VALID card on file. We do not accept cash or check payment, however, you may leave a gratuity for your sitter or walker in the form of cash or check.

### PAYMENTS

*For all Exercising Services:* You will be billed ahead on a monthly basis 10 days before the first of the month. You have until the last day of the prior month to make changes to your core service schedule which you wish to have reflected in your payment. On the first of the month your card on file is charged for the balance of your scheduled services for the month. Timely cancellations will be credited to your account with Le Pouf and a credit for the timely cancellations will be reflected on your next bill. Added services will be charged the day they are scheduled.

*For all Pet Sitting Services:* Your pet sitting balance less any reservation fee paid will be charged to your card on file 72 hours before service begins. Please note that your reservation is not active until you have entered your card on file. For your pet's safety and well-being Le Pouf will not return your keys unless and until we have received telephone or email confirmation of your arrival home.

*If on time payment is not received for any service:* This includes declined credit or debit cards, a reminder email with another copy of the invoice will be sent out the day after it was due. If payment has not been received by the fourth day after its initial due date a late fee will be assessed of 10% of the invoice total, no less than \$20, no more than \$50. If payment, including late fees, has not been received by the 10th day after the original due date, service will be discontinued without refund until payment is received. After 30 days, Le Pouf reserves the right to send the balance to a collection agency. In addition, if a payment is returned or canceled, a Non Sufficient Funds (NSF) fee of \$35 will be assessed. This may be in addition to a late fee if applicable.

### SUPPLY CHARGE

Failure to provide adequate food for your pet during their pet sit will result a food charge of \$3/day. Should the client fail to provide adequate fill for their pet's cage or litter box, they will be charged a supply fee of \$10 per fill replacement.

## CANCELLATIONS AND REFUNDS

*For all Pet Sitting Services:* A \$50 reservation fee has been charged to your card on file. Should you cancel your reservation at least 7 days in advance, you will forfeit the reservation fee but will not be held responsible for the balance of your reservation. Should you cancel your reservation less than 7 days in advance but more than 3 days in advance, you will be charged 50% of your balance. Should you cancel less than three days in advance, you will be charged in full for the scheduled service.

*For all Exercising Services:* Cancellations must be made online, via email, or by calling our office at least 48 hours in advance for a credit of 100% of the service price to your account with Le Pouf. Cancellations made at least 24 hours in advance but less than 48 hours in advance will result in a credit for 50% of the cancelled service price. Services cancelled less than 24 hours in advance and pet "no shows" will be charged in full.

## KEYS

Clients receiving home service must provide one copy of their house key(s) to Le Pouf at the consultation/sitter introduction; the client will be charged a \$10 key pick up fee for each successive key pick up and/or drop off. The key becomes property of Le Pouf upon possession. The client's key will be automatically entered into our "always ready" key storage program unless the client provides written notification to Le Pouf that they wish to have their key mailed to their home address. Should a client's key become lost or stolen, the client agrees to hold Le Pouf harmless for any and all consequence(s) of loss. In the event that a client's key is lost or stolen, the client agrees that re-keying their home will be at the client's sole expense should they feel the need.

## VACCINATIONS & FLEA TREATMENT

For boarding, walking, playdates, and dog park: The client certifies that their dog is current on the following vaccinations or has documentation of titers reflecting adequate immunity to: Rabies, Distemper, Hepatitis, Parvovirus, and Paracanine Influenza. Bordatella vaccination is recommended but not required; cats must be vaccinated against Rabies, Feline Leukemia, and FIV. Furthermore, all boarded animals must be current on a flea prevention treatment such as Advantage or Frontline. For pet sitting visits and overnight pet sitting: The client certifies that their dog(s) and/or cat(s) are current on their Rabies vaccinations, or has documentation of titers reflecting adequate immunity to Rabies.

## HOLD LE POUF HARMLESS FOR ILLNESS, ACCIDENT, AND/OR INJURY

The client acknowledges the inherent risks in pet care services and by receiving service from Le Pouf, the client is agreeing to hold Le Pouf and its contractors harmless for any accident, illness, or injury to their pet up to and including death.

## PERMISSION TO SEEK VETERINARY CARE AND PERFORM FIRST AID

By receiving service from Le Pouf, the client gives permission for Le Pouf to seek out and/or perform veterinary care and/or first aid for their pet, and furthermore agrees to be solely responsible for any associated cost of acquiring or performing such care for their pet. The client agrees to hold Le Pouf harmless for illness, accident, and/or injury, up to and including death, to their pet resulting from the acquisition or performance of such medical care or first aid. When determined reasonable and appropriate by the company, Le Pouf will first seek care from your pet's current veterinarian, barring emergency treatment. The client gives their express consent for Le Pouf staff to administer medication to their pets while in their care. Any medications administered by Le Pouf staff will be administered only according to the written prescription on the bottle or container. Should the client's pet require injections, syringes must be pre-filled, each with one dose of the medication for each required injection during your absence. Written instructions must accompany medication. The client agrees to hold Le Pouf harmless for illness, accident, and/or injury, up to and including death, to their pet resulting from the administration of medication to the client's pet.

CLIENT NAME: \_\_\_\_\_

PET NAME(S): \_\_\_\_\_

I, undersigned, agree to the terms and conditions of service laid out in this document.

CLIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_