



Service Contract

722 Dulaney Valley Road, #316
Towson, MD 21204

- Term & Type(s) of Services to be Provided.** Client, as indicated by signature below, enters this agreement with Sentinel Pet Care, its employees, agents, affiliates, assigns, contractors, assistants and/or associates, hereinafter referred to as Sentinel Pet Care, to provide pet care and/or home care services as part of our standard published services and/or various pet care and/or home care services as specifically requested by client. This agreement applies to the initial Service Period as well as to any and all subsequent requests for service. Details of the service(s) to be provided are expressed separately in writing, verbally or both, and may be changed from time to time upon client's notification and Sentinel Pet Care's subsequent acknowledgement and agreement.
- Visit Schedule.** Visit times are approximate and depend upon scheduling demands and events which maybe out of our control. Sentinel Pet Care will make every effort to meet the agreed upon visit times.
- Cancellation.** We require 24 hours notice to cancel a regularly scheduled mid-day walk without cost. With less than 24 hours notice Client is responsible to pay the standard mid-day walk fee. This does not apply to vacation service.
- Payment Terms, Fees & Collections.** Fees are based on published rates and subject to change without notice. Payment for first-time services is due when services are contracted. Payment for subsequent services is due no later than seven (7) days following the end of the service period. A late fee of \$45 or 5% (whichever is greater) will be applied to overdue invoices, and will result in payment being required in advance for future services. Returned checks are subject to a \$35 handling fee, and may result in cash, money order or a cashier's check being required in advance for future services and /or to settle existing outstanding invoices. All time and resources invested by Sentinel Pet Care in the resolution of collecting monies due will be billed to the client at the rate of \$100 per labor hour in one hour increments and will be added to the amount due and payable upon receipt. Outstanding amounts unpaid after 30 days may be turned over to a 3rd party collection agency or a judgement sought in Baltimore County Courts and all credit reporting agencies will be notified.

Credit Card Charge Authorization Agreement

I hereby authorize Sentinel Pet Care to charge my card for the amount of semi-monthly service charges to the account identified below. This authority is to remain in full force and effect until Sentinel Pet Care has received written notification from me of its termination in such time and in such manner as to afford Sentinel Pet Care reasonable opportunity to act on it. The credit charge will be for the sole purpose of payment of pet care services and products charges incurred by me now and for future service requests. By electing automatic credit card charge as means of payment for these invoices, I understand that I will receive notification of the amount to be charged as well as an invoice detailing all charges prior to charging my card.

Cardholder Name	
Billing Address...on file with the credit card company	
Card Type	<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard <input type="checkbox"/> AMEX
Expiration Date	
Credit Card Number	
Cardholder Signature	

- Client's Return.** Client agrees to contact Sentinel Pet Care by telephone or email immediately upon return to their home to check in and formally close the Service Period. If Client fails to contact Sentinel Pet Care immediately upon their return, the Service Period may be extended as outlined in item 5 below and may result in additional charges.
- Service Period Extensions.** In the event of a delay in the Client's return, Client must contact Sentinel Pet Care at Client's earliest opportunity. The Service Period may be extended by mutual agreement between Sentinel Pet Care and Client via telephone. If Client fails to contact Sentinel Pet Care due to an emergency or because contact is impractical due to any reason, Sentinel Pet Care will assume that Client has been delayed and will continue the Service Period for up to seventy-two hours (72) to accommodate the needs of the Client's pet(s) and home. If no contact is made to Sentinel Pet Care by Client within seventy-two (72) hours, Sentinel Pet Care reserves the right to surrender the house keys and care of Client's pet(s) and home to an Emergency Contact as specified by Client, at which point the Service Period closes.
- Security Systems.** If Client's home is equipped with a theft deterrent/burglar alarm or other type of security system, Client agrees to provide adequate instructions to Sentinel Pet Care to arm and disarm the system. If, during the Service Period, a security system generates a false alarm that dispatches emergency personnel, or if the system fails to generate an alarm under legitimate circumstances, Sentinel Pet Care is not liable for any charges, fines, or other damages resulting from the malfunction whether Sentinel Pet Care is wholly or partially negligent in causing the malfunction.
- Liability.** Sentinel Pet Care, its employees and independent contractors, agree to provide the services stated in this contract in a reliable and trustworthy fashion. I understand that there are risks of injury, and damage associated with the care of my pet(s). I assume these risks and agree that Sentinel Pet Care will not be liable to me or any other person for any claims, demands, actions, or damages for bodily injuries or property damages arising out of or in connection with this service contract. In consideration of these services and as an express condition thereof, I hereby release, discharge, indemnify and hold harmless Sentinel Pet Care from all claims, demands, injuries, damages and causes of actions, and from all acts of active or passive negligence on the part of Sentinel Pet Care.
- Property Damage.** Client acknowledges that Sentinel Pet Care is not responsible for damage to Client's property caused by Client's pet(s). If any neighbor, friend, family member, contractor or any other Client representative enters Client's home or property during a Service Period, Sentinel Pet Care is not responsible for damages or loss to Client's property.
- Job Sharing.** If others enter the Client's home to help care for Client's home, plants, pets, or for any reason, Client will hold Sentinel Pet Care and its employees free from any and all liability. Client's initials

11. **Personal Injury.** Client assumes responsibility for injuries and disabilities sustained by Sentinel Pet Care caused by Client's pet(s) and/or home, including but not limited to bites, scratches, mauling, tripping hazards, obstructions, etc. Sentinel Pet Care does not provide service for aggressive animals. If Client misrepresents an animal's behavioral history, Client places Sentinel Pet Care at substantial risk and may be liable for significant damages. If any of Client's pets exhibits signs or acts of aggression after Client enters this agreement, Client is obligated to notify Sentinel Pet Care of the incident(s) at once if a Service Period is pending or upon requesting future services. Sentinel Pet Care's decision to provide services to a Client animal following disclosure of unsatisfactory behavior does not indemnify Client from claims resulting from such animal(s).
12. **Off-Site.** If Sentinel Pet Care takes Client's pet(s) off Client's property, Client agrees to indemnify and hold harmless Sentinel Pet Care for any injury or damage which may be caused to others by the action of Client's pet(s), or to Client's pet(s) caused by the actions of other animals, including but not limited to loose, stray or wild animals.
13. **Keys.** Client will provide Sentinel Pet Care with at least one set of keys. Keys will become the property of Sentinel Pet Care and Sentinel Pet Care will tag, code and maintain Client's keys in a manner that offers reasonable protection to Client in the event of loss or theft of keys. Following the Service Period, Sentinel Pet Care will securely retain Client's keys for safekeeping for future service engagements. Sentinel Pet Care at its discretion may return keys or destroy and dispose of keys if services have not been provided in a reasonable period of time. There is a \$25 charge to cover duplication and delivery or mailing charges if keys are returned to client. Keys will be returned only upon payment. Keys will be returned as soon as practicable and in a secure manner with method determined by and at the discretion of Sentinel Pet Care.
14. **Food, Medication and Supplies.** Client agrees to provide adequate amounts of food, medication(s) (if applicable), and/or other necessary supplies for the proper care of their pet(s). Client agrees that should necessary food, medication(s) and/or supplies become depleted that Sentinel Pet Care will replenish with same or a reasonable substitute at Sentinel Pet Care's discretion, in any quantity at Client's expense plus applicable charges for time and travel.
15. **Plants & Gardens.** If Client requests plant and garden watering and care services, Sentinel Pet Care is not responsible if plants die or are damaged during Service Period.
16. **Outdoor Animals.** If Client's pet(s) have access to the outdoors, you will hold Sentinel Pet Care harmless and Sentinel Pet Care is not responsible for injury, disappearance, or death of pet(s).
17. **Animal Care.** In case of illness, injury or other condition that Sentinel Pet Care believes to threaten Client's pet's life or quality of life, or simply requires veterinary attention, Sentinel Pet Care at its discretion will make every reasonable attempt to secure prompt treatment for Client's pet(s). Client authorizes Sentinel Pet Care to authorize emergency first aid and/or medical/surgical treatment to Client's pets at a veterinary clinic of Sentinel Pet Care's choice during the Service Period, and Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful, up to limits designated in writing, or if not available, at Sentinel Pet Care's discretion. In extreme cases where time is of the essence, it may not be possible or practical to contact Client or Emergency Contact before action is taken. However, Sentinel Pet Care will make every effort to contact Client and/or Emergency Contact when Sentinel Pet Care determines it safe and/or appropriate to do so. In the event that Sentinel Pet Care believes that Client's pet(s) may have ingested a toxic or dangerous substance, Client authorizes Sentinel Pet Care to consult the services of an Animal Poison Control Center at Client's expense. Client's initials
18. **Emergency Home Care.** In the event that Client's home is damaged during the Service Period, and if Sentinel Pet Care determines that the damage causes the property to be unsafe, insecure, or subject to further damage or loss without proper attention and/or repair, Sentinel Pet Care will first attempt to contact Client and/or Emergency Contact(s) to establish plan of action. If neither Client nor Emergency Contact can be reached, Client authorizes Sentinel Pet Care, at its discretion, to take appropriate steps to return Client's property to a safe, secure and/or stable condition at Client's expense.
19. **Discretionary License.** If Sentinel Pet Care determines at its sole discretion that it is unsafe to enter Client's property and/or approach Client's pet(s), if damages or injuries occur during the Service Period, or if Sentinel Pet Care discovers Client's misstatements or omissions of fact(s) that is significant, Sentinel Pet Care reserves the right to close the Service Period prior to its scheduled closure and/or secure one or more pets in any manner necessary, including but not limited to crating, tethering, confining, off-site boarding, off-site kenneling, or off-site sheltering, at Client's expense. Client's initials
20. **Inclement Weather, Natural Disaster, Force Majeure.** In the event of inclement weather conditions and/or events of natural or other disaster, Sentinel Pet Care, at its sole discretion, may remove Client's pet(s) from Client's home until such time as Sentinel Pet Care determines it safe to return pet(s) to Client's home. Neither party shall be considered in default in the performance of any obligation hereunder to the extent that the performance of such obligation is prevented or delayed by a Force Majeure Event, which is defined to include a fire, flood, explosion, strike, war, insurrection, embargo, government requirement, act of civil or military authority, act of God, or any similar event, occurrence or condition which is not caused, in whole or in part, by that party, and which is beyond the reasonable control of that party. The parties shall take all reasonable action to minimize the effects of a Force Majeure Event.
21. **Death of Pet(s).** Client acknowledges that there is always the possibility of death of Client's pet(s) during the Service Period. In the event of the death of Client's pet(s), Client authorizes the transport of the pet(s) to any available veterinary office/hospital for autopsy and cremation at Client's expense, unless Client specifies otherwise in writing.
22. **Cleaning.** In the event of damage caused by pet urination, defecation, and/or vomiting or damage of any other type caused by client's pet(s), Sentinel Pet Care reserves the right to make a reasonable attempt to clean any damage solely at its discretion and client shall hold Sentinel Pet Care harmless for any damage.
23. **Pet Transportation.** If transportation of client's pet(s) is requested or necessary as determined by Sentinel Pet Care, the client shall indemnify and hold Sentinel Pet Care, its employees and independent contractors harmless of any injuries sustained by pet during their transportation.
24. **Agreement.** This is the entire agreement and the only contract between the two parties. No other representations other than those stated herein and in our Policies (www.sentinelpetcare.com/policies/) have been made or offered. The contract terms may be updated from time to time and Client agrees to be bound by any changes until Client cancels agreement in writing with Sentinel Pet Care. Contract terms are available for review at any time at www.sentinelpetcare.com/contract.pdf
25. **Legal Fees.** If a legal proceeding is commenced to enforce or obtain a declaration of rights under this agreement, the prevailing party shall be entitled to recover its reasonable attorney's fees and costs incurred in the proceeding from the non-prevailing party, as well as any reasonable attorney's fees and costs that the prevailing party incurred prior to commencing the proceeding.
26. **Instructions.** The client has reviewed instructions as given to Sentinel Pet Care and acknowledges that all instructions are complete and accurate.
27. **Authorization.** You acknowledge that you are the owner, lessee or other legal assign or agent of the property that Sentinel will be entering and you give Sentinel full authorization to enter the property as needed for the proper care of the pet(s). You also acknowledge that you are the legal owner or other agent, assign or representative of the pet(s) for whom Sentinel will be caring.

I have READ, UNDERSTAND AND AGREE to all terms and conditions specified above and acknowledge that I have been provided with a legible copy of this document.

Client Signature _____ Date _____

Sentinel Pet Care Representative _____ Date _____