



20 ridgewood road
cold spring, new york 10516
845-642-0002
john@shepherdandgrey.com

SERVICE AGREEMENT

This agreement constitutes permission to perform duties as agreed upon verbally in person or by phone, or in writing via text message or email exchange. Any changes to this contract must be done in writing or will be considered null and void. Shepherd and Grey Daycare and Guesthouse has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented for signature before any new services are rendered.

You as the client agree to the following:

- 1) As caregiver, Shepherd and Grey shall provide services in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, client expressly waives any and all claims against Shepherd and Grey, unless arising from negligence on part of caregiver.
- 2) Shepherd and Grey shall not be held responsible for the loss, injury, illness, death, or actions of any pet under its care unless arising from negligence on the part of the caregiver.
- 3) Client understands that all dogs must be under the care of a veterinarian and present proof of the following vaccinations, to be administered at least one week before the start of service: **Rabies** (within three years), **DPP** (distemper/parvo/parainfluenza, within three years), **Bordetella** (“kennel cough,” within one year). Proof of a yearly titer test may be furnished in lieu of DPP vaccination only. Shepherd and Grey also requires that all dogs be current on both heartworm and flea-and-tick preventatives. Client understands that we check all incoming guests for fleas/ticks on arrival, and that we cannot accept any dog with signs of either. Shepherd and Grey does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian. Shepherd and Grey reserves the right to transport pet(s) to a veterinarian and employ vet services if caregiver deems it necessary. Client is responsible for all applicable charges.
- 4) All pets must wear proper licensing identification. Shepherd and Grey is not liable for any fines incurred if pet is not wearing such identification. Client will be responsible for all citations incurred if such licensure is not maintained.
- 5) Shepherd and Grey will not provide care for aggressive, unruly, or untrained pets. Pet is cared for based on client’s representation of pet behavior. Client will be responsible for all damage/injury caused by aggressive behavior/actions. Client will also be responsible for all follow-up treatment expenses relating to such behavior.

6) Shepherd and Grey will not be responsible for any damage to property of client or others unless arising from negligence on the part of caregiver.

7) Shepherd and Grey reserves the right to deny or terminate service at its own discretion, due to (but not limited to) safety concerns, financial concerns, or inappropriate or uncomfortable situations.

8) Shepherd and Grey requires that client arranges for a responsible party to care for client's pet(s) in the event of unforeseen circumstances such as illness or death to either caregiver or client or in the event of extremely inclement weather or a natural disaster. (This should be a neighbor or nearby family member or friend who has been granted permission and has the ability to enter client's home.) Shepherd and Grey is not responsible for pet(s) in the event of such circumstances.

9) Shepherd and Grey may photograph client's pet(s) for the purpose of privately emailed and/or texted client updates. Shepherd and Grey may also use these photos on its website and/or via other marketing channels, including but not limited to social media outlets and company newsletters. All photos taken are the property of Shepherd and Grey.

10) Shepherd and Grey boards are priced in 24-hour increments with a two-hour grace period for pickup until the end of normal business hours. For example, if your pet's board begins at 12pm, you have until 2pm on last day of service for pickup. Any extra time needed will be charged according to our published daycare rates.

11a) **Payment and Cancellation Policies – Boarding:** Payment for boarding is due at booking in order to reserve your dates. Payment is accepted in cash; by personal check; or by credit card in person, over the phone, or online via emailed invoice. Refunds for boarding will be issued according to the following schedule: 100% refund if cancellation is made more than 14 days before service; 50% if more than 48 hours before service; and 0% if less than 48 hours before service.

11b) **Payment and Cancellation Policies – Daycare:** Payment for daycare is due by the end of service unless a payment agreement has been established. Payment is accepted in cash; by personal check; or by credit card in person, over the phone, or online via emailed invoice. Cancelled daycare will be charged by invoice according to the following schedule: 0% charge if cancellation is made more than 48 hours before service; 50% if less than 48 hours before service; and 100% if less than 24 hours before service.

12) As stated above, payment is expected at time of booking (for boarding) or at the immediate end of service (for daycare), or according to an agreed-upon payment schedule. Late payments are not permitted and will result in refusal of future care. In the event of additional unforeseen service needed, payment for service and all associated costs (such as food, supplies, or vet fees) is expected at the immediate end of service.

Please make checks out to 'Shepherd and Grey.' In the event of a returned check, client must promptly pay the amount due plus a \$30 fee in cash.

13) Future service: This contract shall be valid approval for later-date service, permitting Shepherd and Grey to accept all future phone, text message, or email reservations and to perform care without additional signed contracts or written authorizations.

By signing below the client fully understands and agrees to the details of this agreement:

Client signature

Date

This service agreement is valid until a new agreement is signed.