

Our Services

Initial Booking Consultation 30 minutes

At this visit we can answer questions, transfer keys, and tour your home for pet related items while discussing detailed instructions on how to care for your pets.

Group Dog Walks

Up to 2 hours of off-leash exercise and playtime with a pack. Includes feeding/water if needed.

Pet Visits

For affection and socialization of pet in the home. Includes feeding/water, cleaning (litterboxes/cages/tanks), and playtime.

Overnights (In client's home)

Sitter stays with pet in the evening, overnight, and morning. Includes feeding/water, potty run, and 30-45 minute morning and evening walk.

Please schedule **adequate time to provide the services requested**. If your pet or home needs more time than scheduled, it will be added as needed and billed to you.

If parking is not provided, permit and garage charges for more than 30 minutes will be billed to the client.

Tipping is not required, but always greatly appreciated!

Legal Considerations

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

Dog Walking:

- Monthly dog walking payments are **due within 14 days** of invoice date. Late payments are subject to a **\$20 late fee**.
- Cancellations made within 24 hours will be billed for the full walk.
- Memberships are similar to other subscriptions (e.g. gym) in that the rate will be the same every month whether there are more calendar days or a dog is absent for any amount of time from their reserved days of the week. In the case of occasional absences, we can try to accommodate making up missed walks by switching days of the week if there is available space, although this is not guaranteed. For planned absences longer than one month, spots can be reserved for 50% of the flat rate. [Holidays and dates of closure](#), plus yearly personal days per tier are calculated into the rates as listed below. If we take additional time off outside of these terms in the calendar year the flat rate will be prorated. If a walk needs to be added a la carte, the rate will still be the same per walk depending on the subscribed tier.

Personal days per tier:

- 5x a week: 12 days per year
- 4x a week: 10 days per year
- 3x a week: 8 days per year
- 2x a week: 6 days per year

Pet Sitting:

- Payment and a completed Service Request must be provided to your sitter upon or before each pet sitting and/or overnight service is provided for any period.
- **Reservations for pet sitting are not held** until a deposit of a non-refundable 2-day payment is received by The Urban Paw or special arrangements are agreed upon by both parties in writing. There will be a **\$20 service charge** for each returned check.
- Cancellations made within **24 hours of service** requires **full payment**.
- Reservations made during Federal holiday times should be made **at least 2 weeks in advance**. Reservations made within 2 weeks may have a **\$10 rate increase in addition to Holiday Rates**. Availability is on a first come, first serve basis.
- The Urban Paw is not responsible for wilted, dead or otherwise unhealthy plants. The Urban Paw will follow your written directions, but cannot be responsible if the results are not favorable.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).

More on next page

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Both:

- The Urban Paw is not responsible for damage to the home beyond the control of the Pet Sitter/Dog Walker. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees will be paid by the client.
- The Urban Paw is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter/Dog Walker. The Urban Paw agrees to remain fully insured through PSA (Pet Sitters Associates, LLC) or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. The Urban Paw accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- The Urban Paw is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract.
- Pet Owner agrees to secure home prior to leaving the premises. The Urban Paw will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Sitter/Walker, they will be either on the Sitter/Walker's physical person, or be properly stored an undisclosed location. The Urban Paw subscribes to insurance coverage through PSA for lost key lock replacements.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. The Urban Paw will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Pet Owner is responsible for supplying the necessary equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...), firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. If purchase of any items by The Urban Paw is needed, Pet Owner agrees to be responsible for the payment of such items plus a **\$20 service charge** and will reimburse The Urban Paw within 14 days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Sitter/Walker, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend The Urban Paw, in the event of a claim by any person injured by the Pet.
- Pet Owner understands that pets are instinctual by nature and not always controllable even when quality care is provided. Should the client's animal run away or be injured, the client agrees to be responsible for all medical expenses and damages to the pet and The Urban Paw will not be responsible for any liability. This waiver of liability shall not apply if the The Urban Paw staff member is found to have committed intentional misconduct.
- Future Services: I authorize this contract to be valid approval for services so as to permit The Urban Paw to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- The Urban Paw reserves the right to terminate this contract at any time if the Sitter/Walker, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Sitter/Walker.
- The Urban Paw agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence.
- Client agrees to notify The Urban Paw of any concerns within 24 hours of return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements.
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature of Owner: _____ Date: _____

Signature of Petsitter: _____

Veterinary Release Agreement

In the event that any of my pets appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of The Urban Paw, I give permission to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on the New Client Form. Should specified veterinarian be unavailable and pet owner unreachable, The Urban Paw is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Pet Sitter is also authorized by signature below to apply basic pet first aid techniques and seek emergency veterinary care with release from all liabilities related to transportation, treatment and expense.

I ask The Urban Paw to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that The Urban Paw care providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow The Urban Paw care providers to use their best judgment in handling these situations, and I understand that The Urban Paw and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made directly to the veterinary hospital.

I further authorize The Urban Paw and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every dog, cat, and pet at the site of service will be current (per my veterinarians recommendations) on its vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its vaccinations throughout each service visit period.

I agree to notify The Urban Paw of any signs of injury or possible illness before any visit as soon as the condition appears. The Urban Paw reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. The Urban Paw strives to provide clean, safe service to each of our clients. In doing so, The Urban Paw strongly recommends that each pet and large animal be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time The Urban Paw cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within The Urban Paw care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name: _____

Signature of Owner: _____ Date: _____

Additional Information (Things you should know)

Call Us

Feel free to contact your pet sitter at 415.202.4157 to check up on your pets at any time. We try to return all calls the same day, usually between 7 pm - 8:30 pm. If you do not hear back from us in 24 hours, please try again – voice mails do sometimes get lost. Emails are also welcome at emy@theurbanpaw.com.

Other Visitors

Please let your pet sitter know in advance on the Service Request if a friend, neighbor or family member will be visiting your home while service is being provided for security reasons and to ensure your pet(s) are cared for and fed according to schedule.

Home Cleanliness

Please leave your home in an orderly and clean condition so that your pet sitter can accurately provide professional services without any complications.

Keys

Please test out each key before providing to the pet sitter. The provided key will be kept for future services. If you would like the pet sitter to leave your key or remote on the last visit, please leave a note stating "Leave Key" with the date and time of the last visit as well as instructions on how to secure the house without the key.

Remember, if the key is left behind you will not be able to request additional visits if your return is delayed. Leaving the key or storing it in our safe is free to you.

Gratuities

Tipping is not required, but is always greatly appreciated!

Leave-Out Checklist:

- | | |
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| <input type="checkbox"/> Completed copy of Service Request | <input type="checkbox"/> General Cleaner |
| <input type="checkbox"/> Muddy Paw Towels or Rags | <input type="checkbox"/> Favorite Toys, Kongs |
| <input type="checkbox"/> Paper Towels – 2 rolls | <input type="checkbox"/> Brushes & Clippers |
| <input type="checkbox"/> Can Opener & Spoon | <input type="checkbox"/> Treats & Chewies |
| <input type="checkbox"/> Leashes & Harnesses | <input type="checkbox"/> Remote Controls for TV or Stereo |
| <input type="checkbox"/> Medicines, Injection Materials | <input type="checkbox"/> Garbage / Litter bags |
| <input type="checkbox"/> Name tags & Amount tags on feeding bins | <input type="checkbox"/> Extra Litter, Litter Scoop, Pooper Scooper |
| <input type="checkbox"/> Reminders & Changes | <input type="checkbox"/> Additional Contact #'s (Hotel) |
| <input type="checkbox"/> Broom, Dustpan & Vacuum | <input type="checkbox"/> Pencil or Pen |
| <input type="checkbox"/> Carpet Spot Cleaner | <input type="checkbox"/> Any special last visit notes (leave key, etc). |

Enjoy your time away!

- The Urban Paw