



# Martha's Casa

Neighborhood Concierge Service for People & Pets On the Go

## Service Agreement

This service agreement/contract will remain valid for future services with the exception of any agreed upon changes in fees, visits, errands and times.

Client's Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Home phone \_\_\_\_\_ Work phone \_\_\_\_\_

Cell #1 \_\_\_\_\_ Cell #2 \_\_\_\_\_

Date/Time of Departure \_\_\_\_\_

Date/Time of Return\* \_\_\_\_\_

\* Client agrees to contact Martha's Casa immediately upon returning home. 602-321-5536

Fee for services:  \$ \_\_\_\_\_ Daily  \$ \_\_\_\_\_ Weekly  \$ \_\_\_\_\_ Monthly  \$ \_\_\_\_\_ Quarterly

Description of service(s) requested \_\_\_\_\_

Agreed upon additional services(s) \_\_\_\_\_

Description of additional services(s) \_\_\_\_\_

Emergency contact: Name \_\_\_\_\_

Home phone \_\_\_\_\_ Work phone \_\_\_\_\_ Cell \_\_\_\_\_

See page 2 for Service Agreement terms. Signature of client is required.

## Martha's Casa Service Agreement - page 2 of 2

The client agrees to the following - signature below is required:

{Please note: Items 1 through 9 apply to all clients. Items 10 through 15 apply to clients with pets.}

1. Martha's Casa, "Business" and our employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services the client expressly waives any and all claims against us or our employees, unless arising from negligence on part of business.
2. Business or it's employees shall not be held responsible for the loss, injury, death, or actions of any pet, person, that the client has let outside or has instructed the sitter to allow outside while sitter is not there. This includes pets with doggie/cat doors or outside animals.
3. We cannot guarantee specific times accurately.
4. In the event of a personal emergency or illness of a house/pet sitter client authorizes sitter to arrange for an other qualified person to fulfill responsibilities as set forth in this contract.
5. Client understands that contract also serves as invoice and takes full responsibility for prompt payment of fees within 5 days of completions of services. In the event it is necessary to initiate collection proceedings, client will be responsible for all attorneys' fees and cost of collection.
6. We reserve the right to deny services or terminate service because of safety concerns, financial concerns, or in appropriate or uncomfortable situations.
7. In the event of a natural disaster, Martha's Casa is entrusted to use best judgment in caring for the home/pet. Martha's Casa will be held harmless for consequences or expenses related to such decisions. Every attempt will be made to reach the client regarding such situation.
8. Payment is expected within 5 days after services are rendered. A 50% deposit is required if service time extends past 7 days. In the event of additional unforeseen visits or costs (Such as food, supplies, or vet visits), payment is expected within 5 days of completion of services or a late fee of \$25.00 will be added.
9. Cancellations must be received 24 hours prior to scheduled service or a \$25.00 cancellation fee will apply.
10. The client understands that all animals (where appropriate) must have a veterinarian and must have current vaccinations.
11. All animals with electronic fences must wear their collars with fresh batteries. We will not be responsible for any animal that crosses the perimeter.
12. Any veterinary/medical concerns, diagnoses, etc, will be referred to a licensed veterinarian.
13. We will not sit or be responsible for acutely ill or aggressive animals.
14. We will not walk unruly or untrained animals. If walking is agreed upon, all animals will have a collar and leash on, no exceptions.
15. We reserve the right to take an animal to the vet. Client is responsible for all charges.

By signing below the client understands and agrees to the content of this contract.

Client Signature

Date

*In the event of a returned payment, the client must pay the entire invoice and all applicable fees promptly via cash or money order.*

