



**SERVICE AGREEMENT**

The undersigned hereby acknowledges by this Services Agreement that he/she has retained iPET CHICAGO INC, to perform the following services pursuant to the terms and conditions set forth below:

Date: \_\_\_\_\_ Date Services begins: \_\_\_\_\_ Referred

By: \_\_\_\_\_

Walking (Rate): \_\_\_\_\_ Overnight Care (Rate per night): \_\_\_\_\_

Owner: \_\_\_\_\_

Address:

\_\_\_\_\_  
(Street Number) (City) (State) (Zip)

Telephone(s):

\_\_\_\_\_  
(Home) (Work) (Emergency, if different)

Email address: \_\_\_\_\_

Pet's

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_ Color: \_\_\_\_\_ Sex: \_\_\_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_ Color: \_\_\_\_\_ Sex: \_\_\_\_\_

Veterinarian's Name and Phone:

\_\_\_\_\_

Immunization Record: Rabies? Yes No Date: \_\_\_\_\_ Bordetella (KENNELL COUGH)? Yes No Date: \_\_\_\_\_

(Must Be On File) DHLPP? Yes No Date: \_\_\_\_\_



Has Your Dog Ever Bitten Anyone or Other Animal? If yes, explain:

Special Information or Instructions:

Feeding (if applicable): \_\_\_\_\_cup(s)\_\_\_\_\_ (x) per day

(WALKING INFORMATION ONLY)

Days of the week: \_\_\_\_\_ Time Range: \_\_\_\_\_ Times per day: \_\_\_\_\_

Entrance Instructions:

Leash/Baggies/Food Location:

Cleaning Products Location:

Lights/Radio/Alarm/Other



\_\_\_\_ MY DOG IS CURRENT WITH THE FOLLOWING VACCINES: RABIES, DHLPP AND BORDATELLA  
PROOF OF CURRENT VETERINARIAN RECORDS ATTACHED.

\_\_\_\_ MY DOG GETS ALONG WITH ALL OTHER DOGS AND HAS NO HISTORY OF AGGRESSION.

\_\_\_\_ MY DOG IS SPAYED/NEUTERED.

\_\_\_\_ MY DOG HAS A NYLON OR LEATHER COLLAR WITH CURRENT TAGS ON HIS OR HER NECK.

\_\_\_\_ I HAVE SUPPLIED iPET CHICAGO, INC WITH EMERGENCY INFORMATION AND WRITTEN  
INSTRUCTIONS OF ANYTHING THEY NEED TO KNOW

\_\_\_\_ I UNDERSTAND THAT IF I BRING EXTRA BELONGINGS OTHER THAN MY DOG'S FOOD, iPET  
CHICAGO, INC IS NOT RESPONSIBLE FOR THE RETURN AND CONDITION OF THESE EXTRA ITEMS

\_\_\_\_ I UNDERSTAND THAT IF AN EMERGENCY SHOULD HAPPEN, iPET CHICAGO, INC IS AUTHORIZED  
TO TAKE MY PET TO THE NEAREST ANIMAL HOSPITAL AND I'M FULLY RESPONSIBLE FOR PAYMENT  
OF ANY TREATMENT DONE TO MY PET

PRINT NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



## Terms and Conditions

This Services Agreement ("Agreement"), including all its terms and conditions, is a Contract between iPET CHICAGO, INC and the pet owner. For purposes of this Agreement, "pet" shall mean the animal described herein; "Owner" shall mean the person executing this Agreement, who thereby certifies that he/she is responsible and liable for any and all care, maintenance, claims, liabilities and damages resulting from the health, acts and/or behavior of said pet and further agrees to be bound by this Agreement; and "notice" shall mean written notification by U.S. mail to Owner and iPET CHICAGO, INC at their respective addresses set forth herein.

**1. Keys:** Client authorizes iPet Chicago, Inc./to enter the premises to perform services. iPet Chicago, Inc. requires a minimum of TWO working keys for all clients' homes. Unless keys are provided at initial interview, a Key Pick Up charge of \$15.00 will be added to Client's first invoice for time and travel to pick up keys. Client acknowledges they have provided iPet Chicago, Inc. with a working key for access to the Premises, plus a working:

\_\_\_\_\_ Duplicate.

\_\_\_\_\_ Duplicate to be made available on first visit.

\_\_\_\_\_ Duplicate to be made by iPet Chicago, Inc (Key Copy Charge will apply: \$15.00)

Would you like to keep your key(s) on file?

\_\_\_\_\_ yes, keep key(s) on file (Client specifically authorizes and requests that iPet Chicago, Inc keep key(s) on file for use when Client makes future request for services by iPet Chicago

\_\_\_\_\_ No, return key(s) after Client returns and iPet Chicago, Inc has completed services.

A Key Drop off Charge will be added to Clients first invoice. (\$15.00) I understand that I will be charged a Key Pick Up and Drop Off charge for future reservations

**2. Rate and Cancellation Policy.** Owner agrees to pay the rate for services specified herein. Cancellation of dog walking visits and day care sessions must be given 24 hours prior to the scheduled service, otherwise Owner agrees to pay full rate for service. Cancellation for boarding care services must be given 72 hours prior to scheduled service, otherwise Owner agrees to pay an amount equal to two days of the full rate charged for vacation care as a cancellation fee. Emergency situations may be exempt from the 72 hour notice on a case by case basis. For and in consideration of the sum of charges to be paid by Client, iPet Chicago, Inc agrees that it's staff shall provide such loving care as indicated in this contract for the pet(s) listed and owned by Client. Current rates and services are discuss in initial meet and greet. Minimum visit policy: Ipet Chicago, Inc has a minimum visit policy to comply with our insurance policy and for the health and wellbeing of our Client's pet(s). Client's dog(s) must be visited a minimum of 3 times per day if Client is away. Client's cat(s) must be visited a minimum of ONE visit per day. Visit times are approximate and subject to change based on the needs of all pets under iPet Chicago, Inc. care. Ipet Chicago, Inc. is entrusted to use best judgment in caring for pet(s).



Other services subject to a supplemental invoice include but are not limited to: Supply Pickup (food, treats, medications etc), Vet visit, after hours Emergency Vet visit, Extensive Incidental Clean-up, House Emergency (Waiting for service person), Return Check/Payment Fee, Pet Sitting/Dog Walking Late Payments

**3. Payment and Billing.** Owner agrees to pay for dog walking and day care services within seven (7) days of receipt of bill. Owner agrees to pay for vacation care services in full upon pick up of pet, unless arrangements are made otherwise. IPET CHICAGO INC reserves the right to assess fees for late payment in the amount of \$25.00. Owner further agrees to pay iPET CHICAGO INC for any and all additional costs incurred in providing emergency or unanticipated services deemed necessary by iPET CHICAGO INC

**4. Shared Responsibility/Trespassers:** iPet Chicago, Inc. has a No Shared Responsibility Policy in order to comply with our insurance policy. This means no other person should share pet care responsibilities (i.e. feeding, medicating, etc.). Client agrees to provide and list all individuals/companies who have access to the premises while client is away (i.e. house cleaning service, painters, landscapers, friends, family members, etc.). IPET CHICAGO INC. Cannot be held responsible for the acts of others that are allowed in and out of the home during the service period.

If more space is needed please attach an additional page.

1) Company/Individual Name \_\_\_\_\_  
Phone # \_\_\_\_\_ Has key to Premises? \_\_\_\_\_ 2) Company/Individual  
Name \_\_\_\_\_ Phone #  
\_\_\_\_\_ Has key to Premises? \_\_\_\_\_

**5. Third Party Contracts.** Owner expressly authorizes iPET CHICAGO INC to enter contracts with third parties for special services (i.e. veterinarians, groomers, etc.) as requested by Owner or as deemed necessary by iPET CHICAGO INC If pet becomes ill or otherwise requires professional attention, iPET CHICAGO INC, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other attention to the animal. Owner authorizes iPET CHICAGO INC to transport pet by vehicle as deemed necessary by iPET CHICAGO INC and waives and forever releases any claims, liabilities or damages associated with transporting the pet. Owner expressly agrees to pay and/or indemnify iPET CHICAGO INC for all costs and charges billed by third parties resulting from such services to the pet. Owner acknowledges that third persons providing special services, including veterinarians, groomers, and transportation companies, are not the agents or employees of iPET CHICAGO INC. OWNER AGREES THAT iPET CHICAGO INC SHALL NOT BE LIABLE TO OWNER FOR ANY REASON FOR THE ACTS OR OMISSIONS OF THIRD PERSONS WHO ARE NOT ITS AGENTS AND EMPLOYEES, INCLUDING BUT NOT LIMITED TO VETERINARIANS, GROOMERS, AND TRANSPORT ACTION COMPANIES. The terms set forth in this paragraph shall survive the termination of this Agreement.



**6. Owner's Certification.** Owner certifies the accuracy of all information given to iPET CHICAGO INC. Owner specifically certifies to iPET CHICAGO INC that the pet has received all necessary shots, medications and licenses required by law and that the pet has **NO** history of violent temperament. Owner further certifies that iPET CHICAGO INC employees and third parties will not be in physical danger as a result of contact with the pet.

**7. Indemnification.** Upon notice, Owner agrees to indemnify and hold iPET CHICAGO INC harmless from and against: (a) any and all claims arising from contracts between iPET CHICAGO INC and third parties made to effectuate the purposes of this Agreement; (b) any and all claims, liabilities, or damages resulting from actions and/or third party actions against iPET CHICAGO INC whether based in contract, tort, equity, or statute arising out of the services provided under this Agreement; and (c) for any and all legal costs, including but not limited to court costs and reasonable attorneys' fees, incurred in the enforcement of this contract. The terms set forth in this paragraph shall survive the termination of this Agreement.

**8. Limited Liability.** iPET CHICAGO INC shall use its best efforts in the care of the pet delivered by Owner; however, it is agreed by Owner and iPET CHICAGO INC that iPET CHICAGO INC's liability for injury or damage to the pet shall in no event exceed the lesser of either the current chattel value of the pet or the sum of \$300. Owner agrees that while the pet is in the care of iPET CHICAGO INC, he/she is solely responsible and liable for any and all acts or behavior of his/her pet which result in damage, illness or injury to third persons, other animals and iPET CHICAGO INC, its facilities and employees. Owner waives and forever releases any and all claims, liabilities and damages resulting from illness or injury to the pet resulting from the pet's contact with other animals or persons not the agents or employees of iPET CHICAGO INC. iPET CHICAGO INC shall not be liable for damage, injury or loss to Owner's property or person, including injury or loss to Owner's heirs, assigns, and invitees, caused by third persons and individuals who are not acting within the scope of iPET CHICAGO INC's employment. Owner further agrees that iPET CHICAGO INC shall in no event be liable to Owner, including his/her heirs, assigns, successors, and insurers, in any amount exceeding the insurance coverage available to iPET CHICAGO INC. Owner further agrees that in no event shall any owner, partner, officer, director or shareholder of iPET CHICAGO INC be held personally liable for causes arising from or relating to the business of or services provided by iPET CHICAGO INC; and therefore, Owner hereby forever waives and releases any such claims, liabilities or damages against said persons. The terms set forth in this paragraph shall survive the termination of this Agreement.



**9. Client's responsibility:** Should iPet Chicago, Inc personnel be bitten or otherwise exposed to any disease or ailment received from client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim.

**10. Photo Release:** I, the undersigned, do hereby consent and agree that iPet Chicago personnel or agents have the right to take photographs, videotape, or digital recordings of my pet(s) and to use these in any and all media. Now or hereafter known, and exclusively for the purpose of marketing and business development to include but not limited to website and/or social media. iPet Chicago will not post client pictures or any information to social media in real time for security reasons. I further consent that my name and identity may or may not be revealed therein or by descriptive text or commentary. I do hereby release iPet Chicago and its agents all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used. I understand that there will be no financial or other remuneration for recording my pets, either for initial or subsequent transmission or playback.

**11. Entire Agreement.** This Agreement contains the entire agreement of the parties. No representations were made or relied upon by either party, other than those expressly set forth. No agent, employee or other representative of either party is empowered to alter any of the terms herein, unless done in writing and initialed or signed by Owner and iPET CHICAGO INC. All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assigns of the Owner and iPET CHICAGO INC.

**12. Dispute Resolution.** Any controversy or claim arising out of or relating to this Agreement, or breach thereof, or as a result of any claim or controversy involving contract, negligence, intentional acts or otherwise, by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of his award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorneys' fees of the prevailing party. The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the law of the State of Illinois.

**13. Severability.** If any portion of this Agreement is found to violate the laws of the United States and its territories, any municipality, state or other governmental subdivision where it is either made or performed, then such portion of this Agreement shall not be in force or effect and shall be deemed separable, but the remainder of this Agreement shall be binding and effective as between the parties in the same manner and to the same extent as if said unlawful provision had not been contained herein.

By: \_\_\_\_\_

By: \_\_\_\_\_

Date: \_\_\_\_\_

