

# **Beck & Call Services, LLC**

## **Personal & Business Concierge**

### **SERVICE CONTRACT**

At *Beck & Call Services, LLC*, Andrea Brown (hereinafter called *Beck & Call*) it is our goal to provide you with all contracted services in the very best possible way and with the utmost respect for you, your home and your animals.

In consideration of these services and as on express condition thereof, the undersigned client does hereby release *Beck & Call* from and all claims except those arising from negligence or willful misconduct on our part.

#### **Beck & Call Agrees:**

- To perform care and services as outlined on this contract and during future assignments requested by telephone or e-mail.
- To make every effort to access your home during inclement weather or natural disaster, but to utilize emergency contacts if necessary.
- To arrange for another qualified person to fulfill responsibilities set forth on this contract if necessary.

#### **Client Agrees:**

- To reimburse *Beck & Call* for all expenses incurred in caring for our home animals or any other project assigned.
- To provide change of address and/or telephone information should we relocate or change phone services.
- To provide up-to-date veterinarian information and all required updated animal vaccinations.
- To provide updated emergency contact information.
- To accept full responsibility to pay all costs and damages should any assigned service provider be bitten or otherwise exposed to any disease, ailment or injury from our animals or on our premises.

#### **General Terms:**

**Payments:** Clients are required to remit full payment in advance of service engagements. In the event it is necessary to initiate collection of your account balance, the client will agree to be responsible for any and all fees and costs related to collection. A bounced check fee is \$25. If a sitter needs to work over time due to unforeseen circumstances such as a veterinarian visit, the client agrees to pay any charges for additional time incurred. Initial "meet and greet" is free; additional informational visits are \$15 each.

**Injury to Provider:** *Beck & Call* reserves the right to terminate this contract at any time if, in our sole discretion, determine that any assignment or pet poses a danger to health or safety of assigned service provider. Should the assigned sitter be bitten or otherwise exposed to any disease, ailment or injury from pet or premises, it will be the client's responsibility to pay all costs and damages incurred by the victim. If concerns prohibit *Beck & Call* from continuing care of the animal(s), the client authorizes animal(s) to be placed in a kennel or other authorized facility, with all resulting costs to be charged to the client. In such cases, the client will be notified immediately.

**Release from Liability:** *Beck & Call* agrees to provide services stated above in a professional, reliable and caring manner. In consideration of these services and as an expressed condition thereof, the client waives and relinquishes any and all claims against *Beck & Call* except those arising from negligence or willful misconduct on the part of *Beck & Call*. Actions that *Beck & Call* cannot be held accountable for include biting, furniture and personal property damage, accidental death, sickness, complications or difficulties in administering medications, etc. Additionally, *Beck & Call* cannot be held responsible for incidents involving pets who stay outdoors on a regular basis such as disappearances, injuries, fines etc. In the event that *Beck & Call* must employ a locksmith to gain entry into client's home due to a malfunction of a lock, or client's failure to leave a key, the client agrees to reimburse *Beck & Call* for all costs incurred. In addition, it is the client's responsibility to keep *Beck & Call* updated of any changes to the Information Sheet(s).

**Inclement Weather:** In the event of inclement weather or other unforeseen circumstances, *Beck & Call* will act in the best interest(s) of the client's animal(s) and home, and will not be held at fault for consequences related to such decisions. It is the client's responsibility to secure a contact close enough to reach the home to check on the animal(s), should unforeseen circumstances arise.

**Injury to Animal(s):** In addition, *Beck & Call* is authorized, by the client's signature below, to seek emergency veterinary care with release from all liability related to transportation, expense, and treatment. Should the client's specified veterinarian not be available, *Beck & Call* is authorized to approve medical treatment and/or emergency care (not to include euthanasia) as recommended by a licensed veterinarian. The client agrees to reimburse *Beck & Call* for expenses incurred, plus any additional fees for attending to this or other added needs.

**Cancellations:** Mid-day clients must request same-day cancellation before 9AM to avoid incurring a fee.

The undersigned client hereby authorizes *Beck & Call* to perform care and services as outlined in this contract, and agrees that this contract is valid for current services as well as future services that may be requested and accepted by telephone or e-mail reservation.

**Beck and Call Services, LLC**  
**Andrea Brown**

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_