

Gofetch&Barkalott

Master Service Agreement

This is an agreement between you (“CUSTOMER”), the Dog (“CLIENT”) owner, and **Gofetch&Barkalott**, the Service Provider. Below are some key facts for you to understand when we commit to working with your family. Your signature indicates that you have read and understand these facts, and you agree to abide by the policies and accept all terms, conditions and statements of the agreement. You also agree that this Service Agreement shall govern each time your loved one is in the care and custody of **Gofetch&Barkalott**

Client Health

Client well being is the highest priority at **Gofetch&Barkalott**. All dogs must be spayed or neutered. All dogs must be in good health. Customers certify that their dogs are in good health and have complied with the policy form “VETERINARIAN AUTHORIZATION” prior to Client pick up. Clients who have been ill with a communicable condition in the previous 21 days will require veterinarian certification of health prior to appointment pick up. We will inspect Client at each pick up and treat with flea/tick preventative if your pet has not been treated within the last 30 days. Dogs showing signs of infestation at pick up may be rescheduled per cancellation policy. **Gofetch&Barkalott** does NOT recognize flea collars as effective prevention.

Gofetch&Barkalott will supply all clients with nylon flat collars for the duration of our care. Choke chains, shock collars or pinch collars present a hazard to Clients while in group activity. We reserve the right to remove these from Clients during our care. We are happy to give medication to Clients provided the Customer has supplied meds in a clearly labeled container (no baggies, please) indicating Client’s name, type of medication, dosage and frequency.

Service Provider will supply all incidental edible treats for Clients. New food at mealtime can result in gastric upset or food allergies. Customer will provide one clearly labeled, single portion, plastic container (no baggies, please) of Clients food for use while at **Gofetch&Barkalott**.

Dogs Will Be Dogs

Gofetch&Barkalott will make every effort to ensure that Clients are safe and happy. Each Client will be monitored and physically evaluated throughout its adventure with **Gofetch&Barkalott**. Customer acknowledges there are inherent risks associated with allowing the freedom of dogs interacting with other dogs. Such risks include, but are not limited to, nips, scratches, bites, muscle soreness, running away, disease, fighting, jumping fences, fatigue, rough play trauma, sore paws and parasite transmission.

Customer agrees that Client has NOT harmed or shown aggression or threatening behavior toward another dog or person. Customer is solely responsible for any harm caused by their dog (Client) while under the care of **Gofetch&Barkalott**. Customer will assume full financial responsibility for any and all expenses involved with their association with **Gofetch&Barkalott**. Customer understands and agrees that **Gofetch&Barkalott** and their staff and/or volunteers, will not be liable for any problems that develop, and Customer hereby releases them of any liability of any kind arising from Client’s attendance and participation with **Gofetch&Barkalott**. Service Provider assumes no liability for loss or damage from medicinal applications, disease, sickness, death, running away, theft, fire, transport collision, injury to persons, other pets or property by Client or other unavoidable causes, due diligence and care having been exercised.

Customer further understands and agrees that any problems that develop with Client will be treated as deemed best by staff and/or volunteers of **Gofetch&Barkalott**, in their sole discretion. Customer authorizes staff and/or volunteers to transport Client and to seek veterinary care, including medical and surgical treatment if needed, to provide for the safety and comfort of Client, and agrees to assume full financial responsibility for any fees which may result.

Pick Up and Delivery

Client pick up and delivery is included in the service at no charge. **Gofetch&Barkalott** will make every attempt to schedule a pick up and delivery that is most convenient for the Customer. Random unforeseen events can interfere with delivery and pick up schedules. In order to maximize Customer's convenience and minimize time that Client spends in the transport vehicle, or if the Customer home is normally unoccupied early morning or during the workday **Gofetch&Barkalott** suggests that Customer considers initiating a KEY AGREEMENT. **Gofetch&Barkalott** is insured and bonded.

KEY AGREEMENT

Customer has provided **Gofetch&Barkalott** with the following Key _____
Or Key Location _____, on this date _____.

Gofetch&Barkalott ensures that keys in the possession of staff and/or volunteers will NOT be labeled with Customer name or address. Keys in the possession of **Gofetch&Barkalott** will remain stored in secure lock box while not in use or until further service has been requested. Key Locations will remain confidential and private. Customer Signature _____.

Payment and Reservation Policy

Gofetch&Barkalott services are available by reservation only. The number of Clients per excursion is very limited. All Customers and Clients must complete an Introductory Appraisal visit prior to making a reservation. Existing Customers receive priority booking and pick up/delivery preference. Overnight boarding is available on a limited basis to existing Customers by special arrangement only. Holiday and Weekend excursions are available on a limited basis to existing Customers by special arrangement only. Boarding, Holiday and Weekend rates will be discussed at time of service request.

Gofetch&Barkalott shall keep Customer's credit card number on file as reservation confirmation. Customer understands that their reservation is not secure until current Credit Card with expiration date is provided for Client's file. Payment is due in full for all services. Charges for reservations will be made prior to Client pick up. Reservations cancelled less than 24 hours before pick up will be charged full price. Declined credit cards will result in suspension of reservation privileges until resolved to the approval of Brian Willis, Owner of **Gofetch&Barkalott**, subject to reservation cancellation policy. Pre-Paid Packages are transferable only. They are NOT refundable.

Customer Signature

I have read and understand this Master Agreement and I agree to be bound by its terms.

Customer _____ Date _____

Printed Name _____

Client Name _____

Gofetch&Barkalott

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