



balanced  
paws

## K9 Concierge Program Authorization Form

Our K9 Concierge Program is our pick-up and drop off service for daycare dogs. This form allows you to apply for this service. Please note that there are time restrictions - pick-ups must take place between 7:30 - 10:30 and drop offs between 3:30 - 6:30. We require access to your home during those times should you not be there to meet us (please see Home Access form). Also please supply your dog's leash, treats and medications with instructions (if applicable). Cats being picked up must be secured for transport in their own carriers. Lastly, your dog must be ok with other dogs, driving in a car, and you must be within our catchment areas. Please feel free to contact us with any questions.

Pet #1's Name:		Pet #2's Name:	
M/F:	Spayed/Neutered?	M/F:	Spayed/Neutered?
Does Your pup enjoy car rides?:			
Pet's vaccines are up to date?:			
Date of last application of monthly flea/heartworm/tick prevention:			
Owner's Name(s):			
Who should we call first?:		Phone Number:	
		Alt. Number:	
Who should we call next?:		Phone Number:	
		Alt. Number:	
What is your preferred method of communication (for all <u>NON-emergency</u> situations)?:		Email me @:	
		Text me at:	
		Call me at:	
<b>Emergency Contact: Who do we contact if we can't reach you, in an emergency?</b>			
Name:		Phone:	
		Alt. Number:	
Does your emergency contact have access to your home?		Keys? (yes/no) Access codes? (yes/no)	

# Pick Up and Drop Off Locations

<b>Primary Pick Up/Drop off Address:</b> This is the main location we will usually pick up and/or drop off your pup, unless we are instructed otherwise.	
Primary Address:	
Major Intersections:	
Keys: _____ Access Codes: _____	Instructions:

Will you be Home during the pick up or drop off of your pet?   YES   NO

If “No”, we will need to have copies of your keys. Please have a set of keys ready for when we meet and please ensure you have checked them in your locks.

We value our Customers and protect your keys. We ask that clients contact Dagmar Paras, directly, to arrange drop off of your keys, and allow us to keep them in a secure location. Your keys are never labelled with any identifying tags, we use a coded tagging system, and the legend is always kept in a separate location.

Please let us know if there are any specific circumstances or situations we should be aware of while picking up or dropping off your pup(s), (e.g. timing restrictions, behaviour, training), or any special instructions for opening doors. Please let us know if you require an alternate drop off/pick up Address.

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# Terms of Agreement

This signed document is an agreement between Balanced Paws Inc. and \_\_\_\_\_ (the "Client") for the services related to K9 Concierge Program as described above. Balanced Paws Inc. agrees to provide pet care services to the Client in a reliable, trustworthy, and caring manner.

The parties agreed that they shall not disclose any terms and conditions or informations as contained in this agreement to any other party and shall keep same confidential between them.

I have authorized Balanced Paws Inc. to perform all services related to their K9 Concierge services as outlined above, in the Client Information and Authorization and any other service forms and agreements for services rendered by Balanced Paws Inc.

I authorize Balanced Paws to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for ay charges related to this emergency care. I also authorize Balanced Paws Inc. to utilize an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact me prior to obtaining emergency care.

I release my house keys to Balanced Paws Inc. to retain on file, in a secured location, for future services. I may revoke this release at any time, at which time my keys will be returned. Initial: \_\_\_\_\_

Balanced Paws Inc. accepts no responsibility for security of the premises or loss if any other individuals have access to the home during the term of this agreement.

I agree to reimburse Balanced Paws Inc. for any additional fees for providing emergency care, as well as any expenses incurred for unexpected transportation or supplies.

Balanced Paws Inc. agrees to provide all services stated in this (and all other applicable agreements between the Client and Balanced Paws Inc.), in a reliable, trustworthy and caring manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against Balanced Paws Inc., its employees or assigns, except those arising fro proven deliberate negligence of the pet sitter.

Balanced Paws will not be liable for the injury, disappearance, death or fines of any pet(s) with unsupervised access to indoors or outdoors.

The Client will be responsible for any and all medical expenses and damages resulting fro an injury to the petsitter or other persons by the pet(s). The Client agrees to indemnify and hold harmless Balanced Paws Inc. in the event of a claim by any person injured by the pet(s).

It is expressly understood that Balanced Paws INC. shall not be held responsible for any damage to the Client's property, or that of others, caused by the Client's pet(s) during the period in which that are in its care. Initial: \_\_\_\_\_

Fees are earned upon acceptance of K9 Concierge reservations. Payment is due at the time of or prior to appointment date. Accepted methods of payment are cash, cheques made payable to "Balanced Paws Inc.", or Visa or Mastercard.

Balanced Paws Inc. reserves the right to withhold refunds for cancelled visits once time has been reserved. The Client must give a minimum of 48 hours notice to receive credit against future visits, which is given at the discretion of Balanced Paws. A fee of \$30 will apply to all returned checks. The Client is responsible of all costs of collection.

Balanced Paws is not responsible for any fees due to the vet, groomer, etc. The Client must make prior payment arrangements. If you would like Balanced Paws to submit payment in the form of cash, please note that Balanced Paws is not responsible for any loss.

I attest to the fact that all licences and vaccinations required by the Province of Ontario, and the city in which i reside and/or the County are current according to law.

I have completed and signed veterinary release in the Client Information and Authorization Form, previously completed and signed.

I have read and agree to the aforementioned policies and procedures, terms and agreements which are part of this agreement as well as those set forth in the Client Information and Authorization Form. A copy of all signed documents will be provided for my records.

Client Signature: \_\_\_\_\_

Balanced Paws Inc. by: \_\_\_\_\_

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

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