



Sonoma Dog Walker Client Service Agreement

1. Services Provided

Sonoma Dog Walker provides Dog Walking (Solo & Group), Drop-In Visits, Puppy & Senior Care, and Pet Taxi / Transport services. Visit lengths may include 30, 45, or 60 minutes. Time reflects hands-on care and does not include travel time.

2. Scheduling & Arrival Windows

Services occur within scheduled arrival windows unless exact timing has been arranged for services such as Pet Taxi or time-sensitive visits. Traffic, weather, emergencies, and prior visits may affect arrival times.

3. Client Information & Disclosure

Client agrees to provide complete and accurate information regarding all pets, including medical conditions, medications, behavioral concerns, bite history, escape tendencies, and anxiety triggers. Failure to disclose material information may result in immediate termination of services.

4. Vaccinations & Health

Client affirms that all pets are current on legally required vaccinations and are free of contagious illness. Sonoma Dog Walker reserves the right to refuse service to pets showing signs of illness that may pose risk to staff or other animals.

5. Home Access Authorization

Client authorizes Sonoma Dog Walker to enter the home via keys, lockboxes, garage codes, or smart locks. Client agrees to provide accurate alarm instructions. Client is responsible for locksmith fees, alarm dispatch charges, or access issues caused by malfunctioning equipment or incorrect instructions.

6. Veterinary Care Authorization

If a pet becomes ill or injured and Client cannot be reached, Sonoma Dog Walker is authorized to seek veterinary care at the nearest or most appropriate clinic. Client agrees to assume full financial responsibility for all veterinary services, transport, and related costs.

7. Pet Taxi / Transport

Client authorizes transport of their pet for veterinary visits, grooming, daycare, or other requested destinations. Client acknowledges inherent risks associated with vehicle transport, including delays, stress, or injury despite reasonable safety precautions.



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8. Group Walk & Socialization Risk

Client understands that group walks involve interaction with other dogs and environmental exposure. While dogs are carefully matched, Client acknowledges the inherent risk of scuffles, minor injuries, or behavioral incidents.

9. Equipment & Escape Risk

Client agrees to provide secure, properly fitted collars, harnesses, and leashes. Sonoma Dog Walker is not liable for incidents resulting from equipment failure, improper fit, or pet escape despite reasonable handling precautions.

10. Aggression & Safety

If a pet displays aggression posing risk to staff, other animals, or the public, Sonoma Dog Walker reserves the right to immediately stop or refuse service. Client remains financially responsible for any injury or damage caused by their pet.

11. Property Damage

Client agrees to be responsible for any damage caused by their pet to the Client's home, Sonoma Dog Walker property, staff property, or third-party property during the course of services.

12. Payments & Billing

Client agrees to maintain a valid payment method on file. Services may require prepayment. Late payments, declined cards, or unpaid invoices may result in service suspension and/or late fees.

13. Cancellations

A minimum of 24 hours' notice is required for walks and drop-ins, and 48 hours for Pet Taxi services. Late cancellations may be subject to fees.

14. Holidays & Surcharges

Services scheduled on recognized holidays may incur premium or surcharge pricing.

15. Inclement Weather

Services continue in most weather conditions unless deemed unsafe due to extreme heat, storms, fire risk, or hazardous conditions.

16. Photos & Updates

Client consents to receiving visit updates, photos, and report cards. Photos may be used for marketing or social media unless Client opts out in writing.



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17. Surveillance & Recording

Client acknowledges that homes may contain video or audio surveillance. Client agrees to comply with applicable recording consent laws and will disclose any audio recording devices.

18. Emergency & Disaster Care

In the event of natural disaster, evacuation, or emergency, Sonoma Dog Walker is authorized to act in the pet's best interest and arrange temporary care, transport, or shelter as needed. Client remains financially responsible for related costs.

Liability Waiver & Assumption of Risk

Client acknowledges the inherent risks involved in pet care services, including but not limited to bites, scratches, illness, escape, equipment failure, transport incidents, environmental hazards, and interactions with other animals or people.

Client agrees to hold Sonoma Dog Walker harmless from liability for injury, loss, or damage arising from services provided, except in cases of gross negligence or willful misconduct.