

Client Agreement and Liability Waiver

Please complete every section, initial where marked, and sign at the end. This agreement covers pack hikes, pet sitting, drop-in visits, and any service where your animal is in my care.

Client Information

FULL NAME

PHONE

EMAIL

HOME ADDRESS

ANIMAL NAME(S) AND SPECIES

BREED / AGE

EMERGENCY CONTACT NAME

EMERGENCY CONTACT PHONE

Authority to Sign

I am at least 18 years old and I have the legal right to place the animals named above into the care of a pet sitter, a kennel, or a veterinary clinic. If an animal in my home belongs to someone else, that person will sign their own agreement before any service that includes their animal.

☐ I have read and agree to this section.

INITIALS _____

Health, Vaccination and Behavior Disclosure

Everything I have told Shanti and Me about my animal's health, behavior, handling needs, bite history, reactivity, escape risk, resource guarding, medication, and allergies is accurate and current.

My animals are current on Rabies, Bordetella, and Distemper as recommended by my veterinarian, with tags firmly affixed, and I will keep them current for the whole time services continue.

I will tell Shanti and Me before a visit if my animal is ill, injured, coughing, vomiting, limping, has diarrhea, has a parasite or skin concern, has had a behavioral change, or is otherwise not well enough to attend.

Shanti and Me may refuse, pause, shorten, or end a service if an animal appears ill, contagious, unsafe, badly frightened, aggressive, or otherwise unsuited to the scheduled service. Failure to disclose relevant information may end services immediately and leaves me responsible for any resulting injury, damage, or cost.

Please disclose anything that applies: aggression history, bite history, escape tendencies, resource guarding, reactivity to dogs, reactivity to people, fear or anxiety, a medical condition or special handling need, required medication, or a food or medical allergy.

DISCLOSURES

MEDICATIONS AND DOSING

KNOWN ALLERGIES

☐ I have read and agree to this section.

INITIALS _____

Assumption of Risk

Pet care carries risks that cannot be removed. These include dog to dog interaction, unpredictable animal behavior, bites and scratches, pulling, lunging, slipping or falling, wildlife, uneven terrain, rock, water, mud, snow and ice, heat, cold, storms, smoke and poor air quality, vehicle travel, equipment failure, escape attempts, and stress or aggravation of an existing condition.

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I understand that even with reasonable care, professional judgment, and safety protocols, all risk cannot be eliminated, and I voluntarily accept the known and unknown risks of these services.

☐ I have read and agree to this section.

INITIALS _____

Pack Hikes and Group Time

Dogs from different households in one group carry extra risk. Even well socialised dogs can behave unpredictably, and scuffles, scratches, leash tangles, fear responses, resource guarding, or overstimulation can happen despite close supervision.

Shanti and Me matches dogs using professional judgment but cannot guarantee compatibility or prevent every incident, and may remove, separate, or move any dog to a private service if safety requires it.

My dog has basic training and reasonable recall, is comfortable riding in a vehicle, and is safe around other dogs in close quarters. I will disclose any reactivity around other dogs, in vehicles, or over toys, sticks, food, or other resources.

☐ I have read and agree to this section.

INITIALS _____

Off-Leash Time and Handler Discretion

Off-leash time on the trail carries added risk, including wildlife pursuit, delayed recall, escape, terrain hazards, and encounters with other people or animals. Shanti and Me decides whether a dog goes off leash on any given outing, follows applicable leash law, and may keep any dog on leash at any time for any reason. Authorising off-leash time does not guarantee it.

OFF-LEASH AUTHORISED (YES / NO)

GPS TRACKER MAKE AND MODEL

☐ I have read and agree to this section.

INITIALS _____

Equipment and Gear

I will provide safe, properly fitted gear: a well fitted harness or collar with current tags, a leash, and a working GPS tracker for trail services. I will label my gear. Shanti and Me may refuse or shorten a service if equipment looks unsafe, loose, damaged, or wrong for my animal, and is not responsible for injury, escape, or damage caused by gear I supplied.

☐ I have read and agree to this section.

INITIALS _____

Transportation

I authorise Shanti and Me to transport my animal for trail access, drop-in care, and emergencies. Transport risk includes vehicle movement, sudden stops, traffic, loading and unloading, anxiety, motion sickness, escape attempts, and collision. Animals are secured with leashes, harnesses, crates, restraints, or barriers as appropriate.

☐ I have read and agree to this section.

INITIALS _____

Outdoor Conditions and What Comes Home With Them

Dogs come home dirty. Mud, water, dust, burrs, foxtails, plant material, insects, ticks, minor scratches, and tiredness are normal results of real outdoor time, not grounds for a refund. I am responsible for a full check of my dog after each outing. Trail services do not include bathing, brushing, dematting, or nail work.

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INITIALS _____

Home Access, Keys and Property

I authorise entry to my home, yard, garage, or building as needed for scheduled visits, and I will provide reliable access: working keys or codes, alarm instructions, parking notes, and where the animals will be. I will say who else has been given access during the service period, and will tell Shanti and Me right away if access details change.

Shanti and Me is not liable for lockouts, alarm faults, broken locks or gates, inaccurate codes, third party access, or pre-existing property conditions, and is not responsible for loss in the event of a burglary or other crime. Keys stay on the sitter's person or in an undisclosed secure location. I will secure valuables, medications, chemicals, and fragile items before service begins.

Shanti and Me is not responsible for wilted or unhealthy plants. Please group indoor plants on a waterproof surface in plain sight.

☐ I have read and agree to this section.

INITIALS _____

Weather and Safety Changes

Shanti and Me may shorten, reschedule, substitute, or cancel a service for heat, cold, storms, lightning, snow, ice, smoke or poor air quality, trail conditions, hot pavement, illness, injury, wildlife, or any other safety concern. A substituted service may be a shorter route, shaded walk, potty break, or indoor enrichment. Safety changes are not grounds for a refund when a reasonable alternative was provided.

☐ I have read and agree to this section.

INITIALS _____

Booking, Cancellation and Payment

Pack hikes and grooming: A minimum of 24 hours' notice is required to cancel or reschedule. Cancellations with less than 24 hours' notice are charged in full.

Pet sitting reservations are held only once payment is received in full. Cancellation of a pet sitting reservation is charged as follows, against the whole reserved period:

- 8 days or more before the service period begins: no charge, refunded in full.
- 2 to 7 days before: 20 percent of the reserved total is due, 80 percent refunded.
- Inside 48 hours, and on holidays: charged in full, no refund.

Returning home early does not reduce the reserved amount, because that time was held for you and turned away from others. Scheduled add-on services that were not performed are not charged. A returned payment carries a \$20 service charge, and unpaid service may be cancelled without notice.

A card is kept on file. It is used only for a late cancellation, a missed appointment, or a pickup more than 15 minutes past the end of a groom. It will not be charged for any other purpose. Card details are collected securely and are never entered on this form.

☐ I have read and agree to this section.

INITIALS _____

Veterinary Care in an Emergency

If my animal is injured or unwell, Shanti and Me will try to reach me and then my emergency contact. If neither can be reached, I authorise transport to my veterinarian or to the nearest appropriate clinic, and I accept full financial responsibility for every cost involved, payable within 14 days. A separate Veterinary Release Agreement records my treatment limit and my veterinarian's details.

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VETERINARIAN NAME _____

VETERINARY CLINIC PHONE _____

☐ I have read and agree to this section.

INITIALS _____

Liability, Indemnity and Responsibility for My Animal

Shanti and Me LLC is licensed and insured and will provide services in a manner that is trustworthy, careful, and dependable. Except for gross negligence or willful misconduct, I release Shanti and Me LLC and Shanti Kieffer from claims, demands, suits, damages, and expenses arising from my animal's participation in hiking, walking, transportation, in-home care, or related activity.

I am responsible for any injury my animal causes to a person, including Shanti, and for any damage my animal causes to property, gear, vehicles, or belongings, whether caused directly or by pulling, lunging, or startling a handler. This applies regardless of my animal's prior history or anything I previously said about their behavior. I agree to indemnify, defend, and hold harmless Shanti and Me LLC against any claim brought by a person my animal injures.

☐ I have read and agree to this section.

INITIALS _____

Refusal and Ending Service

Shanti and Me may refuse, pause, or end services where safety, behavior, health, access, payment, or communication makes continuing unsafe or impractical, and may require private service, veterinary clearance, updated gear, or prepayment as a condition of continuing. If an animal cannot safely stay in care, I authorize boarding or a previously arranged alternative at my expense.

☐ I have read and agree to this section.

INITIALS _____

Photography and Social Media

This permission is optional and does not affect the care your animal receives.

I GRANT PERMISSION TO PHOTOGRAPH MY ANIMAL (YES / NO)

If granted, Shanti and Me may use photographs or video of my animal on social media, the website, and in promotional material. I may withdraw permission for future use in writing, understanding that material already published may not be fully removable.

☐ I have read and agree to this section.

INITIALS _____

Entire Agreement and Governing Law

This agreement is the whole understanding between us for these services and replaces any earlier agreement on the same subject. It stays in force for future bookings made by phone, text, email, or online without a new signature, and applies to every animal in my household, including animals I acquire later. If any part is unenforceable, the rest stands. Utah law governs, and any action will be brought in Salt Lake County. Changes must be made in writing by Shanti and Me. I agree to raise any concern within 24 hours of my return.

☐ I have read and agree to this section.

INITIALS _____

Signature

I have read, understood, and agree to be bound by every section above, and I confirm the information I have given is accurate and complete. Where this agreement is signed electronically, my typed name is my legal signature under the

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Utah Uniform Electronic Transactions Act, Utah Code Title 46, Chapter 4, with the same effect as a handwritten signature.

CLIENT SIGNATURE

DATE

PRINT NAME

DATE

Shanti and Me LLC, Shanti Kieffer, service provider.