



## **CLIENT AGREEMENT FOR BASIC SERVICES**

PAWS Niagara, a non-profit charitable corporation enters into an agreement with:

\_\_\_\_\_ (hereinafter called Client) for the provision of services for his/her companion animals.

PAWS agrees to assist Client in retaining possession of companion animal(s) until Client becomes unable to keep them. PAWS will assist, to the best of its abilities, with in-home pet care, transportation for Client and pet(s) to veterinarian or groomer, pet food bank services, emergency foster care and other services as deemed necessary by PAWS.

PAWS agrees to respect Client's wishes regarding confidentiality of records consistent with the ability to provide care for Client and her/his companion animal(s). Client will be held responsible for injury to PAWS volunteers or their property resulting from the lack of pertinent information.

Client agrees:

1. That his or her name, telephone number, or address, as well as information about his/her physical condition, may be given to designated volunteers in order to provide the best possible service to Client.
2. To hold PAWS harmless for releasing information about Client during the normal course of PAWS' business.
3. That all Client paperwork submitted to PAWS becomes the property of PAWS and cannot be returned.
4. To provide PAWS with all information requested about each animal and to be held responsible for injury to PAWS volunteers or their property resulting from the lack of pertinent information.
5. To immediately notify PAWS of any change in her/his pet's status or health. Failure to do so may prevent PAWS from providing proper or timely service.
6. To release PAWS and PAWS' volunteers from any and all liability which may arise from any service provided by PAWS to client and/or companion animal(s).

### **Client Agreement For Basic Services, continued...**

**Client agrees to hold PAWS harmless for any and all errors or omissions arising from PAWS' business with Client. Client further agrees that any**



**complaints or claims that he or she may have against PAWS must be submitted within ten working days in accordance with the PAWS Grievance Procedure.**

All rights and waivers in this agreement are binding on Client's heirs, assignees, or attorneys in fact; Client directs them to notify PAWS in the event of Client's incapacity or death so that Client's wishes with regard to the animal(s) may be honored, unless other written arrangements have been made with PAWS.

This agreement will terminate with respect to Client, his/her heirs, assignees or attorneys in fact, upon death of the animal(s), or surrender of the companion animal(s) by the Client.

This agreement may be canceled by Client at any time. PAWS may cancel this agreement by giving Client written notice of cancellation in the event of any misrepresentation by Client of his or her financial status or by any condition described in PAWS Client Service Policies under "Loss of Status." PAWS may cancel this agreement for any other reason by giving Client ten (10) days written notice. (Written notice is deemed to have been given at the time of mailing to Client's last known permanent address.)

**Client has read and agrees to adhere to all policies stated in "PAWS Client Service Policies," or relationship can be terminated by PAWS.**

Client certifies by signing this agreement that he or she has read, understands and agrees to all its terms and conditions, and acknowledges receipt of a copy of this agreement.

Date \_\_\_\_\_

Client \_\_\_\_\_

PAWS Representative \_\_\_\_\_