

# 2024 Transportation Service Agreement

Terms of Service Agreement for Sweet Whiskers Pet Transportation

## **1. Release of Liability:**

I release Sweet Whiskers and its affiliates from any liabilities arising from injury or loss of my pet during transportation.

I agree to indemnify Sweet Whiskers against any claims and expenses related to the transportation of my pet.

## **2. Assumption of Risk:**

I acknowledge there are risks associated with the transportation of any pet in any vehicle, regardless if it is done by Sweet Whiskers staff or myself. I accept responsibility for any known or unknown risks.

## **3. Health Certification:**

I certify that my pet is in good health, free from communicable diseases, fleas, fungal infections and/or anything that could be passed to another pet transportation member.

I have provided acceptable documented proof to Sweet Whiskers of my pets fully vaccinated status for both rabies and distemper.

I have fully disclosed any nature of aggression to other cats or humans to the staff at Sweet Whiskers prior to transportation services.

## **4. Compliance with Rules:**

I agree to abide by Sweet Whiskers' rules and regulations regarding pet transportation.

\*see policies listed on our website and at the bottom of this agreement.

## **5. Limitation of Liability:**

Sweet Whiskers is not liable for any injuries, stress, or illnesses my pet may experience during transportation.

## **6. Medical Treatment Consent:**

I authorize necessary medical treatment for my pet in case of illness or injury during transportation, at my expense.

Sweet Whiskers promises to attempt communication with owners prior to any treatments if safely able to do so.

Sweet whiskers will attempt to use primary vet with any emergencies prior to choice of another vet if safely possible.

**7. Governing Law:**

This agreement is governed by the laws of the State of Iowa. Any concerns or disputes that arise are agreed to take place in a court of law of Sweet Whiskers choosing.

**8. Acknowledgment and Release:**

I acknowledge the terms of this agreement, understand its implications, and release Sweet Whiskers from any liability

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\*Policies regarding transportation services with Sweet Whiskers:

- Sweet Whiskers agrees to offer transportation services for pets in need of transportation either to or from the physical brick and mortar location of Sweet Whiskers salon. Transportation services are restricted to the city of Ames only. From a clients home, a pets main residence to the salon located at 123 6th St Ames IA 50010 and back home again.
- All cats must be contained in a carrier for this transportation service. Due to safety, liability purposes, and insurance coverage this is a non-negotiable rule we will not make any exceptions for.

As the client you agree to:

- **To capture and contain your cat.**
  - Please do not capture and leave your cat in the carrier more than 30min prior to agreed upon service time.
  - Staff are not permitted to enter the home and capture cats for you, you understand that if your cat is unable to be safely handed over in a carrier within 5 minutes of arrival our transport team will be moving on to the next pick up and your appointment will be deemed as a no show and subject to the full charges of the appointment.
- **Contain your cat within an appropriate transport carrier.**
  - Appropriate carrier is defined as a hard shelled carrier that is rated for your cats weight and size, in good working condition.
  - The carrier must be able to latch and unlatch safely from the exterior of crate.
  - The carrier must not be held together by tape, zip ties, or other unsuitable secure methods (bolts and wingnuts are permissible).
  - All soft shelled carriers are permissible only if the cat transports well in this type of carrier and is also in good repair. If the cat is unable to transport without urinating, defecating, fighting, rolling, or otherwise unstable in such a carrier we will require a hard type moving forward for all transportation services. If you are concerned about your cats transportation carrier please contact us with questions ahead of time.

- Folding/collapsible carriers without a stable floor base are not permitted for transportation and we will require a suitable alternative.
- For the safety of each cat, no other cats are to be contained within the same carrier, each cat must have their own individual carrier to itself. Even in the case of a shared home.
- **Supply a valid vaccination record prior to transportation pick up time.**
  - It is the clients understanding that no pets will be transported without vaccination records on file with Sweet Whiskers record system.
  - If a client chooses to give vaccinations at pick up and not in advance it is the right of Sweet Whiskers to deny pick up if vaccinations are not in order, services will be cancelled that day and the client charged the full rate of the missed appointment. We highly encourage all clients to send vaccinations in advance through our text line or call and have their veterinarian email it over directly to whiskersinames@gmail.com
  - Valid vaccination records must include both rabies and distemper, issued directly from a state licensed veterinarian clinic.
  - Such documentation must show the name of the vet and service contact information including veterinarian clinics name, contact phone number and date of vaccinations due.
  - Due to the variation of vaccination expiry dates, all vaccinations must be given in the form of a due date. If a vaccination is only listed as as date given, documentation to clarify when it is due next must be stated as well.

Sweet Whiskers agrees to:

- To text a client just before heading to the clients location. To not arrive more than 15 minutes prior or after the agreed appointment time.
- Have any staff assigned to the transportation team, hold a valid state license, kept in good standing with the state.
- To drive in such a way that abides by all traffic laws and creates the most safety around transporting pets in our care.
- Ensure that all pets are to be transported in their own individual carriers, not to be combined with any other pets.
- That each pet transported is to have their crate tagged with appropriate owner identifying information and logged with time of transportation.
- Staff is to wait a full 5 minutes and attempt no less than 1 text or call and wait for a response before moving on to another pick up or transporting back to the salon.
- Not have any staff members enter a clients home, past the threshold under an circumstances\*. Given bad weather the staff member is allowed to remain in the vehicle until a client is ready to hand over the cat.
- \*The sole exception to entering the home is for latch-key services, mixed behavior consultation/transport services a staff member may be permitted to enter the home of the client upon invitation only. We agree that the cats transportation will only take place given the cat is able to be secured safely. This is to be arranged with the owner or cat behaviorist

manager only. This is a unique set of circumstances and can only be arranged in advance to plan time accordingly. Latch key services are only accepted at the owners discretion.

**Policies regarding circumstances out of our control:**

- The transport team is not at fault due to traffic delays, accidents, illness, weather related delays. that may or may not occur during the transportation of your pet. While it is our duty to not knowingly endanger any pets we do know that sometimes incidents happen that are out of our control. In these rare circumstances both Sweet Whiskers management and the owner would be notified as quickly as safely possible and an agreeable solution would be implemented for the circumstance. If rescheduling must take place there will be no charges to the client and your deposit transfers to the next available agreed upon date.