

# Hound House 901 – Website Policies & Client Agreement

***Terms & Conditions • Privacy Policy • Service Policies***

## ***Terms & Conditions***

By accessing or using the Hound House 901 website, you agree to comply with these Terms and Conditions.

If you do not agree with these terms, please discontinue use of the website.

The website is intended to provide information about pet care services including pet sitting, dog walking, drop-in visits, and related services.

Users agree not to misuse the website, attempt to disrupt security, or copy website materials without permission.

Hound House 901 reserves the right to refuse service or restrict access to any user who violates these terms.

## ***Service Agreement***

By booking services with Hound House 901, the client confirms that all pet information provided is accurate and truthful.

Clients agree to disclose:

- Medical conditions
- Behavioral concerns
- Aggression history
- Medication needs
- Emergency veterinary contact information

Hound House 901 reserves the right to refuse services if a pet presents a safety risk.

## ***Payment Policy***

Payment is due prior to or at the time services are provided unless otherwise agreed upon.

Accepted payment methods may include:

- Cash
- Electronic payment

- Online payment platforms

Late payments may result in additional fees or suspension of future bookings.

### ***Cancellation Policy***

Cancellations should be made as early as possible.

Standard cancellations:

- 24 hour notice preferred

Late cancellations:

- May result in a cancellation fee depending on the reserved time slot.

### ***Holiday Policy***

Holiday bookings are in high demand and may require an additional holiday service fee.

Common holidays that may include additional charges:

- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Independence Day
- Easter
- Memorial Day
- Labor Day

### ***Mileage Surcharge***

For locations outside the primary service area of Memphis, Tennessee, a mileage surcharge may apply.

The fee is determined based on distance and travel time required for the service.

### ***Veterinary Emergency Authorization***

If a pet becomes ill or injured while under the care of Hound House 901, reasonable efforts will be made to contact the owner.

If the owner cannot be reached, Hound House 901 is authorized to seek veterinary care on behalf of the pet.

The client agrees to be financially responsible for all veterinary treatment costs.

### ***Liability Disclaimer***

Hound House 901 takes reasonable precautions to ensure the safety and well-being of pets in our care.

However, the business is not liable for:

- Illness related to pre-existing conditions
- Injuries caused by undisclosed behavioral issues
- Damage caused by pets to property

Clients agree to release Hound House 901 from liability except in cases of proven negligence.

### ***Privacy Policy***

Hound House 901 respects your privacy.

Information collected through the website or booking process may include:

- Name
- Contact information
- Pet information
- Service details

This information is used solely for scheduling, communication, and service delivery and will not be sold or shared with third parties except when required by law.

### ***Website Content***

All text, images, branding, and logos associated with Hound House 901 are the property of the business and may not be reproduced or distributed without written permission.

### ***Governing Law***

These policies and agreements are governed by the laws of the State of Tennessee.

Any disputes arising from services or website use will be handled within Tennessee jurisdiction.

### ***Contact Information***

Hound House 901

Memphis, Tennessee

For questions regarding these policies, please contact us through the website or official business contact methods.