

LIV'S FUR FRIENDS

Client Policies & Procedures

Thank you for choosing Liv's Fur Friends! These policies are designed to provide safe, reliable, and consistent care for every pet while making scheduling and expectations clear. By booking services, clients acknowledge and agree to the following policies.

1. BOOKING & PAYMENT

Accepted Payment Methods

Cash, Check, Venmo, PayPal, Cash App, and Apple Pay.

Payment at Booking

Payment in full is required at the time of booking to reserve and confirm services. If paying by cash or check, payment must be received or picked up before the booking is considered confirmed. Requested dates are not officially reserved until payment has been received.

Current Clients

Current clients with previously established payment arrangements may continue those arrangements through December 31, 2026. Beginning January 1, 2027, all clients will be required to follow the updated payment and booking policy.

2. CANCELLATIONS & CREDITS

Dog Walking, Drop-In Visits & Similar Services

Please provide at least 48 hours' notice before the scheduled service. With at least 48 hours' notice, the amount paid may be placed on your account as a service credit toward a future eligible service. Cancellations with less than 48 hours' notice may not be eligible for credit.

House Sitting & Overnight Services

These reservations require significant time to be held specifically for your household. At least 7 days' notice is required for cancellation in order to receive a service credit. Cancellations made less than 7 days before the first scheduled service are non-refundable and not eligible for service credit.

3. SCHEDULING

Please book as early as possible, especially for weekends, holidays, school breaks, summer travel, house sitting, and overnight care. Last-minute requests are welcome when availability allows but cannot be guaranteed.

4. HOLIDAYS & HIGH-DEMAND DATES

Availability may be limited during major holidays and popular travel periods. Holiday services may have different rates, deposits, cancellation requirements, or minimum booking requirements. Applicable changes will be communicated before confirmation.

5. HOME ACCESS, KEYS & ENTRY

Clients must provide a reliable way to access the home before services begin, such as a key, lockbox, garage code, door code, or smart-lock access. A separate key pickup/return fee may apply. Clients are responsible for functioning access information. Liv's Fur Friends is not responsible for missed or shortened services caused by inability to access the home.

6. ALARMS & SECURITY SYSTEMS

Clients must provide accurate alarm/security instructions and disclose cameras or recording devices in service areas. Cameras are not permitted in bathrooms or designated sleeping areas used by the sitter during overnight or house-sitting services.

7. PET INFORMATION

Clients must provide complete and accurate information about medical conditions, allergies, medications, dietary restrictions, behavioral concerns, bite history, aggression/reactivity, escape tendencies, resource guarding, fear/anxiety, and other safety-related information. Updates must be provided when circumstances change.

8. BEHAVIOR & SAFETY

Liv's Fur Friends may modify, discontinue, or refuse service if a pet creates an unreasonable safety risk. If service cannot safely be completed because of undisclosed behavioral concerns, payment may not be refundable.

9. DOG WALKING

Dogs must have properly fitting and safe walking equipment. Walk length, location, or activity may be adjusted for safety due to weather, temperature, health, age, behavior, road conditions, or environmental concerns. Remaining time may be used for indoor potty breaks, enrichment, play, feeding, or companionship.

10. WEATHER & EXTREME TEMPERATURES

Walks may be shortened, modified, or replaced with indoor activities during unsafe heat, cold, thunderstorms, lightning, ice, heavy snow, poor air quality, or other dangerous conditions. Scheduled visits will still be provided whenever it is safe to reach the home.

11. FOOD, WATER & MEDICATION

Clients must provide sufficient food, treats, medication, and supplies. Written feeding and medication instructions should be provided. Liv's Fur Friends will make reasonable efforts to administer medication but cannot guarantee a pet will voluntarily accept it. Specialized veterinary administration may require a veterinary professional.

12. EMERGENCIES & VETERINARY CARE

Clients must provide a preferred veterinarian, emergency veterinary contact, emergency contact person, and current contact information. If urgent care appears necessary and the client cannot be reached, Liv's Fur Friends may seek veterinary care. The client is responsible for veterinary and related emergency expenses.

13. HOUSE SITTING & OVERNIGHT CARE

Clients must provide accurate routines and home instructions, including feeding, potty schedules, walks, medication, sleeping arrangements, security, trash, mail/packages, plants, and other agreed responsibilities. Only responsibilities agreed upon before booking are included. Additional pets, household responsibilities, or significant booking changes may result in additional charges.

14. OTHER PEOPLE ENTERING THE HOME

Clients must disclose anyone else who may enter the home during services. Liv's Fur Friends cannot be responsible for the actions of other people entering the property or providing care during an active booking.

15. SUPPLIES

Clients must provide sufficient pet and household supplies. If necessary supplies run out, Liv's Fur Friends may purchase reasonable replacements. The client is responsible for reimbursement and any applicable pickup fee.

16. ACCIDENTS & PROPERTY DAMAGE

Liv's Fur Friends will make reasonable efforts to clean pet-related accidents when appropriate supplies are available. Clients should disclose areas, equipment, doors, gates, fences, appliances, or household items requiring special handling.

17. COMMUNICATION

Clients should provide a reliable phone number and remain reasonably reachable. Updates and photos may be provided when appropriate. For emergencies or time-sensitive changes, contact Liv's Fur Friends directly rather than relying solely on social media.

18. ARRIVAL TIMES

Unless a specific time has been agreed upon, services may occur within an approximate arrival window. Pet needs, traffic, weather, emergencies, and other client schedules may affect arrival times. Time-sensitive medication needs should be discussed before booking.

19. EARLY RETURNS

Please notify Liv's Fur Friends as soon as possible if you return early. Unused services may not be refundable or creditable because the time was reserved specifically for your booking.

20. EXTENDING A RESERVATION

Contact Liv's Fur Friends as soon as possible if your trip is extended. Additional services are subject to availability and payment and cannot be guaranteed.

21. CLIENT RESPONSIBILITY

Clients are responsible for appropriate food, medication, supplies, identification, safe equipment, and truthful information regarding pets, the home, and care requirements. Significant changes must be communicated before the next service.

22. RIGHT TO REFUSE OR DISCONTINUE SERVICE

Liv's Fur Friends may refuse, modify, or discontinue services because of safety concerns, undisclosed aggression, unsafe property conditions, inappropriate client behavior, nonpayment, repeated policy violations, or other circumstances making care unreasonable or unsafe.

CLIENT ACKNOWLEDGMENT

I acknowledge that I have received and reviewed the Liv's Fur Friends Policies & Procedures. I understand that by booking services, I agree to follow these policies and provide accurate information regarding my pets and household. I understand the payment, booking, credit, and cancellation requirements, including the separate requirements for house sitting and overnight reservations.

Client Name: _____

Pet Name(s): _____

Client Signature: _____

Date: _____

Liv's Fur Friends Representative: _____

Date: _____

LIV'S FUR FRIENDS

Service Agreement & Emergency Veterinary Authorization

CLIENT INFORMATION

Client Name: _____
Address: _____
City/State/ZIP: _____
Phone: _____
Email: _____
Preferred Method of Contact: _____

PET INFORMATION

Pet Name: _____
Species/Breed: _____
Age: Sex: _____
Microchip Number (if known): _____
Spayed/Neutered: ☐ Yes ☐ No Microchipped: ☐ Yes ☐ No ☐ Unsure

Additional Pets

Pet Name: _____ Breed/Species: _____
Pet Name: _____ Breed/Species: _____
Pet Name: _____ Breed/Species: _____

VETERINARY INFORMATION

Primary Veterinarian/Clinic: _____
Veterinarian Phone: _____
Veterinarian Address: _____
Preferred Emergency Veterinary Hospital: _____
Emergency Veterinary Hospital Phone: _____

EMERGENCY CONTACT

Please provide someone who can make decisions regarding your pet or home if you cannot be reached.

Emergency Contact Name: _____
Relationship to Client: _____
Phone: _____
Alternate Phone: _____

☐ Yes - I authorize Liv's Fur Friends to contact this individual if I cannot be reached.

MEDICAL INFORMATION

Please list all known medical conditions, allergies, injuries, or other health concerns:

Current Medications

Medication: _____

Dosage: _____

Time/Frequency: _____

Instructions: _____

BEHAVIOR & SAFETY DISCLOSURE

■ Bitten a person? ■ Yes ■ No

■ Bitten another animal? ■ Yes ■ No

■ Snapped or attempted to bite? ■ Yes ■ No

■ Shown aggression toward strangers? ■ Yes ■ No

■ Shown aggression toward other animals? ■ Yes ■ No

■ Shown food or resource guarding? ■ Yes ■ No

■ Attempted to escape a home, yard, leash, collar, or harness? ■ Yes ■ No

■ Shown significant leash reactivity? ■ Yes ■ No

■ Shown separation anxiety? ■ Yes ■ No

■ Shown fear of being touched or handled? ■ Yes ■ No

If yes to any, please explain:

Known triggers:

Preferred methods for safely handling or calming your pet:

FEEDING & CARE

Food/Brand: _____

Amount: _____

Feeding Times: _____

Food Allergies/Restrictions: _____

Treats Allowed: ☐ Yes ☐ No

Special feeding instructions:

HOME ACCESS

☐ Key

☐ Lockbox

☐ Door Code

☐ Garage Code

☐ Smart Lock

☐ Other: _____

I understand that I am responsible for providing functioning and accurate home-access information.

Home Security

Alarm System: ☐ Yes ☐ No

I agree to inform Liv's Fur Friends of security cameras or recording devices located in service areas. For house sitting and overnight services, cameras or recording devices may not be placed in bathrooms or designated sleeping/private areas used by the sitter.

OTHER PEOPLE WITH HOME ACCESS

Will anyone else enter the home while Liv's Fur Friends is providing services? ☐ Yes ☐ No

If yes, list their name and purpose:

I understand that Liv's Fur Friends cannot be held responsible for the actions of other people entering my home or caring for my pets during the service period.

SERVICE AUTHORIZATION

☐ Dog Walking

☐ Drop-In Visits

☐ Pet Sitting

☐ House Sitting

☐ Overnight Care

- Dog Training
- Walk & Train
- Farm Sitting
- Plant Care
- Other: _____

I authorize Liv's Fur Friends to provide the requested services and make reasonable day-to-day decisions regarding the care and safety of my pets.

WEATHER & SAFETY AUTHORIZATION

I understand that Liv's Fur Friends may shorten, modify, relocate, or replace an outdoor walk with an indoor activity or potty break when weather or environmental conditions could pose a safety risk. Pet and service-provider safety will take priority.

EMERGENCY VETERINARY AUTHORIZATION

If my pet becomes sick, injured, or experiences another medical emergency, I authorize Liv's Fur Friends to make reasonable efforts to contact me. If I cannot be reached, Liv's Fur Friends may contact my emergency contact and/or veterinarian. If immediate treatment appears reasonably necessary and contact cannot be made in time, I authorize transportation to my listed veterinarian, an emergency veterinary hospital, or another appropriate veterinary facility, and authorize emergency examination, stabilization, and treatment reasonably necessary for my pet's immediate health and safety.

I understand that I am financially responsible for veterinary treatment, medication, transportation, and other expenses incurred for my pet's emergency care.

Emergency Treatment Spending Authorization

- \$250
- \$500
- \$1,000
- \$2,000
- No predetermined limit when reasonably necessary to preserve my pet's life
- Other amount: \$ _____

If estimated treatment exceeds the selected amount, reasonable attempts should be made to contact me or my emergency contact before additional non-immediate treatment is authorized.

EMERGENCY TRANSPORTATION

I authorize Liv's Fur Friends to transport my pet in a personal or other appropriate vehicle when reasonably necessary because of an emergency. ■ Yes ■ No

PET SAFETY & ESCAPE

I understand animals can behave unpredictably even when reasonable precautions are taken. I agree to provide properly fitting collars, harnesses, leashes, crates, gates, fences, and other necessary equipment and to disclose known escape behaviors or equipment concerns.

SUPPLIES & UNEXPECTED EXPENSES

I authorize Liv's Fur Friends to purchase reasonably necessary food, litter, medication, or other basic pet-care supplies if provided supplies unexpectedly run out and I cannot be reached. I understand I am responsible for reimbursement. ■

Yes ■ No

PHOTOS & VIDEOS

- Liv's Fur Friends may take photos/videos of my pet and send them privately to me.
- Liv's Fur Friends may also use appropriate photos/videos of my pet on its business website, social media, advertising, or promotional materials.
- Photos/videos may be taken for client updates only and may not be used publicly.
- I do not authorize photos or videos except when reasonably necessary to document a health, safety, behavioral, or property concern.

My home address, identifying information, access information, and private information will not intentionally be included in promotional content.

POLICIES & PAYMENT ACKNOWLEDGMENT

I acknowledge that I have received or been provided access to the current Liv's Fur Friends Policies & Procedures. I understand that payment is required according to the current booking policy, reservations are not confirmed until applicable payment requirements are completed, and cancellation/service-credit eligibility depends on the service and notice provided.

ACCURACY OF INFORMATION

I certify that the information I have provided regarding my pets, their health, behavior, medications, home, and care requirements is accurate to the best of my knowledge. I agree to notify Liv's Fur Friends when important information changes.

CLIENT AUTHORIZATION

By signing below, I acknowledge that I have read and understand this Service Agreement & Emergency Veterinary Authorization and authorize Liv's Fur Friends to provide the agreed services and act according to the authorizations selected above.

Client Printed Name: _____

Client Signature: _____

Date: _____

Pet Name(s): _____

Liv's Fur Friends Representative: _____

Signature: _____

Date: _____

LIV'S FUR FRIENDS

Services & Rates

Thank you for choosing Liv's Fur Friends! Services are personalized to each pet and household. Please review the current services and rates below.

DOG WALKING

30-Minute Walk

\$ _____ per walk

A 30-minute visit focused on exercise, potty needs, fresh air, and enrichment. Includes leashed walk, fresh water, potty break, basic cleanup, and photo/update.

Additional Dog: +\$ _____

60-Minute Walk

\$ _____ per walk

A longer walk for dogs who need additional exercise, enrichment, or outdoor time.

Additional Dog: +\$ _____

DROP-IN VISITS

30-Minute Drop-In

\$ _____ per visit

May include potty break, feeding, fresh water, previously arranged medication, playtime/attention, litter or pet-area cleanup, and photo/update.

60-Minute Drop-In

\$ _____ per visit

Additional time for pets needing more attention, exercise, feeding, medication, or companionship.

Additional Pet: +\$ _____

PET SITTING

Starting at \$ _____

Customized based on pets, care needs, number of visits, and reservation length. A personalized quote may be provided.

HOUSE SITTING

House Sitting

\$ _____ per 24 hours

Care for your pets in the comfort of their own home while you're away. May include feeding/water, potty breaks, walks, play/companionship, previously arranged medication, basic home care, mail/package collection, arranged plant care, and daily pet updates.

Additional Pet: +\$ _____ per 24 hours

OVERNIGHT CARE

Overnight Stay

\$ _____ per night

Overnight companionship and care in your home.

Approximate overnight hours: _____ to _____

Additional Pet: +\$ _____

DOG TRAINING

Private Training Session

\$ _____ per session

One-on-one training personalized to you and your dog's needs. May include basic obedience, leash manners, recall, impulse control, household manners, confidence building, puppy foundations, and agreed training goals.

Session Length: _____

WALK & TRAIN

Walk & Train

\$ _____ per session

Exercise and individualized training during the same session. May work on loose-leash walking, engagement, focus around distractions, basic commands, impulse control, and appropriate walking behavior.

Session Length: _____

_____ Sessions - \$ _____

_____ Sessions - \$ _____

FARM SITTING

Starting at \$ _____ per visit/day

Care may be available for farm animals and properties depending on animals, responsibilities, location, and schedule. A consultation and personalized quote may be required.

PLANT & HOME CARE

Plant Care

Starting at \$ _____

Available as an add-on or separately when arranged in advance.

Additional Home Care

May include mail collection, package collection, trash/recycling, watering plants, and basic home checks. Pricing depends on services requested.

ADDITIONAL FEES

Additional Pets

+\$ _____

Holiday Fee

+\$ _____ per visit/night

Holiday pricing may apply to major holidays and high-demand dates.

Last-Minute Booking

+\$ _____ when applicable

Key Pickup/Return

\$ _____ when a separate trip is required

Extended Service Time

+\$_____ per additional _____ minutes

CUSTOM SERVICES

Don't see exactly what you need? Contact Liv's Fur Friends to discuss your pet's care. When possible, services can be customized. Custom services and requests may require an individualized quote.

IMPORTANT BOOKING INFORMATION

All services are subject to availability. Payment is due according to the current Liv's Fur Friends Payment & Booking Policy. A reservation is not considered confirmed until applicable payment requirements have been completed. Cancellation and service-credit policies vary by service. Rates are subject to change; clients will be notified of applicable rate changes before future services are booked.

Effective Date of Rates: _____