

Happy Paws Happy Tails LLC Service Agreement

The client understands that all pets must have a veterinarian and must be up to date on their rabies vaccination, flea and tick preventative medications and any other veterinarian recommended vaccines.

Happy Paws Happy Tails LLC requires the client to have a responsible party to take care of the pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster.

Happy Paws Happy Tails LLC does not accept aggressive animals with a known bite history. The client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if the pet should bite another person or animal.

Happy Paws Happy Tails LLC does not offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.

Happy Paws Happy Tails LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate, unsanitary and uncomfortable situations.

Happy Paws Happy Tails LLC will not be held liable for injuries sustained while in our care (e.g., external wounds or ingestion of foreign objects).

DOG WALKING RESERVATIONS: Services are booked on a first come, first served basis. Services must be booked no less than 3 days in advance for regular days (non-holidays) and 5 days in advance for holidays. If reservations are made outside of these times client will incur a \$5 last-minute booking fee. Happy Paws Happy Tails LLC will not accept time-specific calls for dog walking as we cannot accurately guarantee specific times. Services are typically completed within a two-hour window.

HOUSE SITTING RESERVATIONS: Services are booked on a first come, first served basis. Pet sitting services must be booked no less than 5 days in advance for regular days (non-holidays) and 7 days in advance for holidays. If reservations are made outside of these times client will incur a \$35 last-minute booking fee. A 20% deposit is required at the time of booking to hold housesitting dates.

HOLIDAY PREMIUMS: A premium of \$10 for dog walking and \$20 for pet sitting applies on the following holidays: New Year's Day, Easter, Mother's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve and Christmas Day. Please schedule well in advance.

CANCELLATIONS: If you cancel a dog walking or drop-in service less than 48 hours before it is scheduled to occur, you will incur a penalty of 50% of service cost. The other 50% will become a credit on your account. If you cancel a housesitting service less than 48 hours before it is scheduled to occur, you will incur a penalty of 50% of service cost. The other 50% will become a credit on your account.

PAYMENT METHODS: cash, zelle to cajamate@gmail.com (zelle is preferred) method, check, all major credit cards, Apple Pay and Google Pay are accepted forms of payment. Payment in full is required at (or before) the time of service.

Inclement Weather:

- a. **HEAT:** During heat warnings or temperatures exceed 90 degrees, Happy Paws Happy Feet may shorten the walks and the remaining time will be spent playing inside.
- b. **THUNDERSTORMS OR EXTREME RAIN:** During Thunderstorms or heavy rain, Happy Paws Happy Feet will shorten the walks and the remaining time will be spent playing inside. *Please provide towels in case of inclement weather so that we may wipe off paws and fur.*
- c. **SNOW AND ICE:** In snow or icy conditions, dog walks must be canceled at least two hours before services to avoid any late cancellation fees.

In the event of additional necessary unforeseen visits, payment is due at time of service.

In the event of unforeseen additional costs (such as food, supplies or veterinarian fees), payment is expected within 5 days of the completion of services.

Photos: All pictures and images taken by Happy Paws Happy Tails LLC and/or its sitters are property of Happy Paws Happy Tails LLC. By signing this agreement, you allow Happy Paws Happy Tails LLC to use these images in social media posts and marketing, etc. *If you wish to be exempt, please notify us.*

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Happy Paws Happy Tails LLC its owners, operators, employees, officers and directors harmless from any damage, loss or claim arising from any condition of the undersigned pet, either known or unknown to Happy Paws Happy Tails LLC.

It is also further understood and agreed the terms of this agreement can change and if any changes occur that clients will be notified of such changes within a 30-day period. It is further understood this clause applies to all pets and services.

Client Signature

Date