

Emily's Happy Critters Pet Care LLC
Dog Walking and Pet Sitting Visit Policies and Service Agreement

Emily's Happy Critters Pet Care LLC will be shortened to EHC in this document.

1. **Visit times:** EHC will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
2. **Inclement Weather:** In the event of inclement weather, EHC has requested on your contract the name and phone number of a person living nearby. If EHC is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.
3. **No outside visitors allowed in clients home during services:** EHC asks that no one enter the clients home during vacation visiting services (other than the client themselves) This is a safety issue as well as a liability issue. EHC does not accept liability for other persons who will be in your home during pet care and health services.
4. **Cancellations:** EHC requires 7 days notice prior to the date of the first visit to cancel, shorten or change vacation visit dates. Failure to provide 7 days notice will result in a cancellation fee of %35 of original invoice.
5. **Cancellations for Midday Walks and Visits:** A 24-hour notice is required prior to the next scheduled visit. Otherwise payment is due for the time originally agreed upon.
6. **Early Returns/Last minute Changes:** It is not unusual for trip plans to change at the last minute. However, please understand that EHC carefully schedules our time to service you and our other clients. Therefore, there are **no refunds or credits for early returns** or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.
7. **Termination of Mid-Day Service:** Please provide EHC with a 7 day notice in the event mid-day service is no longer needed. If a 7 day notice is not provided, payment is due for the service originally agreed upon.
8. **Vaccinations/Immunizations:** EHC requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations.
9. **Unforeseen purchases:** EHC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet while you are absent. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition, a \$20 trip fee will be charged to the pet owner.
10. **Pet waste:** Happy Critters will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
11. **Leashes:** All dogs will be required to be on leash during outdoor walks. We will not use retractable leashes.
12. **Animal Behavior:** Animals behavior can be unpredictable. EHC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a EHC provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by the EHC provider or by the animals.
13. **Fences:** Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise

and play. **However, no fence system is totally secure.** EHC does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area at your home. This includes electronic, wood, metal or any other type of fence.

14. **Other dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
15. **House Cleanliness:** EHC will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies.
16. **Privacy Policy:** All of your information will be kept private and confidential. EHC highly respects our clients' entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor that while you are away and EHC will be caring for your pets and your home.
17. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
18. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-75°F). If the house temperature is outside of this range, EHC will adjust the thermostat. This is to ensure the health and comfort of your pets and EHC during our time of service.
19. **Payment:** EHC accepts cash or checks. Please make all checks payable to Emily's Happy Critters Pet Care LLC. **Returned Check Charges:** There is a \$30 fee for all returned checks.
20. **Late Payments: Payments are considered late if not received at the time of the first visit.** There is a 5-day grace period following the date of the last visit before 25% late fees are charged.
21. **Photos and videos** of your pet may be used for promotional purposes. Only pet names are used on social media, no client names, addresses or info are used.

I, _____ have read, understand and agree to the policies of Emily's Happy Critters Pet Care LLC. I further understand that a copy of this form will be kept on file for documentary purposes. All policies are subject to change at the discretion of Emily's Happy Critters Pet Care.

Pet Owner

Signature _____ Date _____