



# Service Agreement

## Policies and Procedures

Please complete and sign each of the attached forms of this Service Agreement prior to the first day of service.

Pet comfort, and the safety and security of your home, are the cornerstones of our business. Happy Paws (further referred to as “we”, “our” or “us”) provides pet care for owners who need a helping hand. Whether you go on vacation, a business trip, need a midday visit to walk, feed, cuddle, or medicate your pet, we can do it when you cannot. Our services are provided in a reliable, trustworthy, and caring manner.

Please note that these Policies and Procedures are subject to reasonable changes and amendments, which may be implemented from time to time without notice.

### Reservations

Please plan ahead to obtain services on the dates you desire. An in-home consultation is required prior to reservations for all new clients. While we can tentatively pencil in your dates, we must meet you and your pets, and assess your needs before we make a commitment to providing your pets’ care.

### Schedule

We reserve a two-hour window around the time of your scheduled visit. For example, if your pet is scheduled for a 3pm visit, you can expect your pet sitter will arrive sometime between 2pm and 4pm. This window helps us manage constantly varying schedules, bad weather, toweling dogs off after rainy or snow days, varying travel times between clients, and elevators that sometimes take forever to come for whatever reason.

We do offer a one-hour visit window for puppies under 6 months of age, and if we’re providing medication administration to your pet.

### Supplies

You are responsible for supplying the necessary equipment and supplies needed for the care of your pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. You authorize any purchase of necessary supplies for the satisfactory

performance of duties. Costs of all purchases and related service fees will be reimbursed to us within 3 days.

### **Payment of Fees**

You agree to pay all charges accrued for services rendered. You understand that payment is due at or prior to the time of the commencement of services unless explicably agreed upon. Services will be cancelled if payment has not been received prior to the scheduled visit, unless otherwise agreed upon in advance.

We accept payment via Interac e-transfer or cash. E-transfers can be sent to [suzie@happypawsburlington.com](mailto:suzie@happypawsburlington.com). Cash can be left in an envelope at an agreed upon location within the home.

### **Past Due Accounts**

If a payment is more than one week late, a fee of \$10.00 per day will be applied to your account. Any payments more than 30 days past due will be sent for collections. The client is responsible for all costs of collection.

### **Cancellations**

Cancellations may be made up to 24 hours in advance of your scheduled visit. The full price of the visit will be charged for cancellations made less than 24 hours in advance of a scheduled visit. Therefore, any visits cancelled on the day of service will be charged in full.

### **Keys**

If applicable, you shall provide one copy of any house/access key(s) during the initial consultation when service is scheduled. You give us permission to provide the key to any representative of Happy Paws providing services to your account.

At the end of your scheduled service period, your key will be automatically retained by us. The key may be picked up from us at our location. There will be a \$10.00 delivery charge for us to return key(s) to your home upon completion of service, and the key will be delivered within 3 days of the end of your service period.

### **Visitors**

Please notify us if anyone (housekeepers, service people, contractors, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that you will notify anyone with access to the home that we have been engaged for service. Furthermore, we shall notify police of all intruders or suspicious acts without exception.

## **Emergencies**

Everyone has them! Feel free to call if an unexpected need arises; we will make every attempt to accommodate your needs for service on short notice depending on our availability.

In the event we have an unexpected accident or illness, we will attempt to contact you via the phone numbers and email addresses you provide. If you are unreachable, we will contact the people you list in the Emergency Contact section of your online profile. Please be sure this contact information is accurate, and that your designated contact has access to your home to ensure your pets' care continues uninterrupted.

## **Photos & Social Media**

We may occasionally take photos of your pet during visits. These images may be used on our website, social media platforms, or in promotional materials to highlight the services we provide. By signing this agreement, you consent to the use of your pet's image for these purposes, unless you notify us in writing that you do not wish to grant this permission.

## **Snow Removal**

If you'll be away during the winter months, please make sure snow removal is arranged so we can safely get to your home to care for your pets. If we arrive and can't get in due to snow, we may need to clear a path ourselves. A \$100 fee will apply if that happens. Just a heads up: this isn't a full snow removal service, just enough to get us to your door!

## **Inclement Weather**

We walk dogs year-round, rain or shine, but your pet's safety always comes first. In rare cases of extreme weather - like thunderstorms, heavy rain, blizzards, dangerously icy conditions, or when it's just too risky to walk safely - we may need to adjust or cancel walks.

In extreme cold (wind chill below -20°C) or extreme heat (above 30°C with high humidity), we may need to shorten walks based on your pet's comfort, or switch to a quick potty break with indoor play if needed. Some dogs handle the elements better than others, and we'll always do our best to make sure your pup stays safe and comfortable.

- If we are *unable* to reach your home due to poor weather conditions, we will contact you by phone, then email, to let you know the walk has been cancelled.
- If we are *able* to reach your home in inclement weather, we will take your dog(s) out for a brief potty break, and spend the remaining time playing indoors.

**Unsecured pets**

We will not be held responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID, and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

**All Pets**

The Terms of this document apply to all pets owned by the client, including any and all new pets that you obtain on or after the date this document was signed.

**Happy Paws reserves the right** to deny or terminate service because of safety concerns, financial issues, failure to comply with policy, or inappropriate or uncomfortable circumstances.

Happy Paws, the company owner, employees, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbours, relatives or other service persons, that shall enter your residence for any purpose while Happy Paws is providing service for your home and/or pets.

It is the home/pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. Happy Paws does not assume responsibility and has no liability for any injuries the pet may sustain, or property damage the pet may cause, while in its own home/property.

This signed document is authorization for Happy Paws and their direct representatives to enter your premises for the purpose of pet care or home security.

I have read the above Policies and Procedures. I know, understand, and agree to all terms stated above. By signing below, I am accepting this document as a contractual agreement.

Printed Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_