



Boarding & Overnight Services Addendum

Supplement to the Happy Paws Client Service Agreement

This Addendum supplements your existing Happy Paws Client Service Agreement and applies specifically to boarding (care provided in a sitter's home) and overnight stay (care provided in your home) services. All terms in your original Service Agreement remain in effect. In the event of a conflict between this Addendum and the original Agreement, the terms of this Addendum shall apply for boarding and overnight services.

Reservations & Holding Dates

Because boarding and overnight stays involve dedicated blocks of time for our sitters, these bookings require a confirmed reservation rather than a tentative pencil-in.

When you request dates, we will place a soft hold on your requested dates for up to 48 hours. During this window, we'll send you a booking summary with your total, deposit amount, and payment instructions. Your dates are not confirmed until your deposit has been received.

If we do not receive your deposit within 48 hours, the hold will be released and the dates may become unavailable. We'll always let you know before releasing a hold so you have a chance to respond.

Deposits

A deposit of 50% of the total booking cost is required to confirm all boarding and overnight reservations. The deposit is collected at the time of booking confirmation and will be applied toward your total balance.

The remaining balance is due seven (7) days before the start of your service. Payment methods remain the same as outlined in your Service Agreement (Interac e-transfer).

Please note: submitting a deposit confirms your acceptance of the cancellation policy outlined below.

Cancellation Policy

We understand that plans change, life happens! However, because boarding and overnight bookings require us to reserve a sitter's dedicated time, our cancellation policy for these services differs from our standard visit policy.

Notice Given	Outcome
14 or more days before start date	Full deposit refunded
7–13 days before start date	50% of deposit refunded; remainder forfeited
3–6 days before start date	Deposit forfeited; no additional charge
Less than 72 hours before start date	Deposit forfeited + 50% of remaining balance due
Same-day cancellation or no-show	Full booking amount

In lieu of a refund, we are happy to apply your deposit as a credit toward a future booking if you'd prefer. Credits are valid for 12 months from the date of cancellation.

Please note that early pick-ups or returns home do not qualify for a refund of unused nights, as the time was reserved and planned for accordingly.

Holiday & Peak Period Bookings

During high-demand periods (including but not limited to Christmas, New Year's, Thanksgiving, March Break, and summer long weekends) an extended cancellation notice of 21 days is required to receive any deposit refund.

Cancellations made with less than 21 days' notice during peak periods will result in forfeiture of the full deposit. We'll always do our best to accommodate you, and we'll clearly note if your booking falls within a peak period at the time of reservation.

Boarding in a Sitter's Home

When your pet stays in one of our sitters' homes, please be prepared to provide the following at drop-off:

- Enough food for the full duration of the stay, clearly labelled with feeding instructions.
- Any medications, with written dosage and administration instructions.
- Your pet's bed, crate, or a familiar comfort item (optional but encouraged).
- Emergency contact information and your vet's contact details, if not already on file.

Our sitters will provide a safe, comfortable, and loving environment for your pet. We will send you regular updates and photos throughout the stay so you can enjoy your time away with peace of mind.

Please be aware that our sitters may have other pets or household members in the home. If your pet has any known sensitivities, behavioural concerns, or specific needs around other animals or people, please disclose these during the booking process so we can ensure the best possible match.

Overnight Stays in Your Home

When one of our sitters stays overnight in your home, we want both you and your sitter to feel comfortable and informed. Prior to the start of service, you will be asked to specify which areas of the home your sitter may access. This will be documented in your booking details in Time To Pet.

Our sitters will always respect your home and your privacy. We ask that you:

- Ensure the home is reasonably prepared for your sitter's arrival (a comfortable sleeping space, access to bathroom facilities, etc.).
- Notify us of any household systems, alarms, or quirks your sitter should be aware of.
- Inform any other individuals who may have access to the home during the stay that a sitter will be present (as outlined in the Visitors section of your Service Agreement).

Our sitters will not access areas of your home that have not been agreed upon, and will treat your space with the same care and respect they would their own.

Sitter Assignment

We will do our best to assign a consistent sitter for your boarding and overnight bookings. However, in the event of illness, emergency, or unavailability, we reserve the right to assign a qualified alternate sitter. We will notify you of any changes as promptly as possible.

Agreement

By booking a boarding or overnight service with Happy Paws, you confirm that you have read and agree to the terms outlined in this Addendum, as well as the original Happy Paws Client Service Agreement.

These Policies and Procedures are subject to reasonable changes and amendments, which may be implemented from time to time. We'll always do our best to communicate any meaningful changes to our clients.