



Service Agreement

These policies are necessary to protect your pets, your home, and your family. SHP is short for Shoreline Happy Paws.

___ **Pets Health and Behavior:** Client agrees to provide updated and accurate pet care instructions along with medical and behavioral history. Transparency and honesty about pet's routine, health, and behavior is extremely important. SHP will not be held responsible and reserves the right to deny or terminate service for any problems that arise due to non-disclosure of information about pets on the **Pet Profile Form**.

___ **Services Payment and Booking Policy:** 50% deposits are required to book any Travel Care or A La Carte services. The remaining amount is due in full the first day of a booking. Any pending balances for prior sittings have to be paid in order to request a new service. Payment methods include: debit or credit card, check, PayPal, ApplePay, Venmo or cash. Checks can be made to *Shoreline Happy Paws LLC*.

___ **Extending Services and Bookings:** If bookings need to be extended by Client, SHP shall be notified as soon as possible. SHP will try to accommodate the new request but cannot guarantee availability. Payment for the newly added services is due immediately after SHP's approval.

___ **Scheduling and Booking:** All inquiries are done in writing through our e-mail: info@cthappyypaws.com or via text (860)964-0464 for accountability and accuracy. No reservations or service requests can be confirmed orally by phone or in person conversation, only in writing.

___ **Holiday and Distance Fees:** Any bookings on New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve will incur a \$10 fee on all visits and a \$20 fee on all house sittings. Prices listed in our website are applicable to locations 10 min or 10 miles from Essex Village. Any bookings in locations further than those limits incur a fee of \$1.00/minute increment.

___ **Cancellation and Refund Policy:** Booking deposits are non-refundable and non-transferable for A La Carte visits and Travel Care services – NO EXCEPTIONS. Cancellations for A La Carte weekly visits must be made at least 24 hours prior to the time of booking for credit to apply. If a cancellation happens with less than 24 hours' notice, the visit will still have to be paid for. In the event of an early return from a trip or delayed departure on Client's part, no refunds or credits are given as we have reserved that time for your pet care.

___ **Emergency/Vet Release:** Client authorizes SHP to act in favor of their pets in case of emergency and agrees to leave their payment information on file at their preferred veterinary clinic and to pay any and all costs involved for any emergency that occurs with their pets. In the event a client cannot be reached, client authorizes SHP to use their best judgment. If SHP needs to oversee circumstances at a veterinary clinic or any place outside the client's home for the emergency, travel costs, tolls, and an hourly rate of \$20/hour applies for SHP's time.

___ **Extreme Weather:** SHP is available to draft an emergency plan for your home and pet prior to any bookings. SHP requires Client to have a responsible party to take care of your pet(s) in the event of extreme circumstances such as, a very bad snow storm where a travel ban has been issued or a natural disaster. It is best your emergency contact is a neighbor, or someone local who has a key to your home, so they can gain access to your home on walking distance.

___ **Pet Resources:** Client agrees to leave sufficient resources to be used during a booking. For example: dry and wet food, leashes, collars, poo bags, litter, litter box, scoops, brushes, shampoo, cleaning materials, etc. If any of these run out, SHP can purchase more products necessary on your behalf up to a limit of \$50.00 per booking. A receipt of the purchase will be kept and provided to the Client upon return. Client agrees to cover all costs and reimburse SHP for these purchases.

___ **Logistics:** Paperwork and keys/access cards should be exchanged and any and all pet care details should be discussed at the time of Meet & Greet. Additional visits after the Meet & Greet and prior to booked sittings to "pick up the keys, come around again, go over things again" will be charged as an appointment as per the pricing list. This can only be waived by SHP's agreement in writing.

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Shoreline Happy Paws

Professional Pet Care

(860)964-0464

cthappy paws.com

info@cthappy paws.com

____ **Key Policy:** All households have different access logistics. Please provide details of the access arrangement SHP will have for your home. SHP recommends providing 2 working copies of your house keys. One is for use during your booking and the other one is stored as a back-up in case of emergency. Keys are kept safely on file at our home until needed. If you need a key returned, you can pick it up in our home in Essex, CT and sign a “Key Release Form” or we can mail it to via certified mail. SHP cannot be held liable for any property damage or loss if you choose to leave your key for SHP’s access in another location including and not limited to “under the mat or stone”, “in a lockbox”, “above a door frame”, etc.

I have provided (ie: a set of 2 keys/garage code) _____ for SHP to access my home.

____ **Pet Care Hours:** Pet care hours fall between the hours of 7:00 AM and 7:00 PM. Appointments that fall outside of these hours will be subject to a \$ fee per visit. We do not charge extra for early morning or late-night walks while house sitting. We work on 2-hour windows for any scheduled visits. SHP cannot guarantee exact arrival times due to delays or clean ups in other appointments, traffic, or emergencies with sick pets.

____ **Pet Safety and Liability:** All behavior information should be disclosed in the **Pet Profile Form** and client’s home is to be pet proofed so that *naughty or anxious behavior* from any pets is limited. Cats and smaller animals require visits every 24 hours minimum for Travel Care. Dogs require visits twice a day as a minimum for Travel Care. SHP cannot be held liable for any damages to any pets or property as product of non-disclosure on the **Pet Profile Form**, failure of pet proofing your home, or failure to meet the minimum visits requirement in your booking. Client is to consider SHP service type, frequency, and duration extremely important for the well-being of their pets. (I.e., if your dog suffers separation anxiety and chews; putting away shoes and cushions along with booking services where your pet will have frequent company and feel most comfortable is the best call)

____ **Human Safety and Liability:** Client hires SHP as the primary entity responsible for the care of their pets and house while away. SHP is to be informed of anyone else who might come AND anyone who has access to the Client’s home in case of emergency. Included but not limited to friends, neighbors, family, cleaners, plumbers, painters, etc. SHP cannot be held responsible for the loss, injury, death, or actions of any pet while providing services where another individual has access to your home during your absence or SHP booking. **Please provide details if applicable:**

____ **Privacy Policy:** SHP requires disclosure prior to signing this agreement if any visual or audio recording devices are or will be placed on your property during the time of any bookings. **Please provide details if applicable:**

If applicable: ____ **Monthly Dog Walking Services Policies:** Monthly dog walking services are billed on a monthly basis. Payment is due before the first dog walk of the month to hold your spot in the calendar. Monthly packages consist of 20 visits and allow a maximum of 5 cancellations per package. Cancellations are credited up to 5 visits. If SHP shows up for a visit and was not notified by client of a cancellation, the visit will still be charged for, even if the client is home. No credit can be applied after a 5th cancellation. Packages renew automatically, unless indicated by client. Discounted Monthly Services are provided on a minimum of 3-month contracts.

By writing my initials on each item above, writing my name, address, signing and dating below, I confirm that have read and understood all policies and conditions on this Service Agreement and I confirm that I have completed the **Pet Profile Form** and applicable details on this **Service Agreement** to the best of my knowledge.

Client Name

Client Signature

Date

Complete Home Address

(Service Agreement property of Shoreline Happy Paws LLC)