

HAPPIER PETS
PET SITTING POLICIES

All uses of the phrase “(Company Name), We or Us” shall refer to Happier Pets. Customer referred as “Customer or You”

CLIENT NAME(S) - _____ PET(S) - _____

1. **Early Returns:** We understand your plans change and are very flexible, if notified. If you return home early, please notify us immediately. If, however, you do not notify Happier Pets of an early return and Happier Pets makes a trip and finds you home, the regular per visit charge applies.
2. **Cancellations:** We understand your plans change and we do not charge for cancellations.
3. **Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust Happier Pets to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. Happier Pets will try to carry out your instructions to the best of our ability. The care we provide for our customer’s pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.**
4. **Emergency Contact:** Happier Pets has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Happier Pets, customer realizes that Happier Pets will still provide service, but not until conditions allow us to reach your home safely. OR, Happier Pets will contact an alternate person to service your pet.**

Name of Emergency Contact: _____

Phone: _____
5. **Medications/Vaccinations:** Happier Pets will attempt to administer medications as directed, but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will** Happier Pets service any pet that has any form of contagious illness. This is for the safety of other customers. Happier Pets requires that all pets have the necessary vaccinations and immunizations before service begins. If Happier Pets pet care provider is bitten or exposed to any disease or ailment received from the client’s pet(s), which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
6. **Access to your Home by Others:** If customer allows any other person(s) access to their home during Happier Pets’ contract period, Happier Pets cannot be held liable for any damages to property or pets as a result. Please notify Happier Pets if someone will be in your home. Please also notify the person(s) in your home that Happier Pets is coming so that your visitor, as well, is not surprised by our entrance.
** If you have any concerned or nosey neighbors, please let them know I will be at your house during your absence. Meeting law enforcement officers at any time during the day or night may not be a pleasant experience.
7. **Keys:** If you would like Happier Pets to access entry into your home through a garage door code pad or other electronic system, we also require a copy of a house key. This is to ensure that we are able to access your home in the event of an emergency (etc, power failure). This will guarantee that we are able to provide safe and secure services to you and your pets(s).
8. **Fences / Doggie Doors:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet’s safety** . Also, if your pet has access to a “doggie door” by which the animal could exit the interior of your home in your absence, Happier Pets does not accept responsibility or liability for any customer’s pets that escape, are injured (fatal or otherwise) or become lost, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.

9. **Pet and house clean-up:** Happier Pets will properly dispose of pet waste and do our best to clean up any accidents your pet may have. Happier Pets is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste disposed of.
10. **Leashes:** All dogs will be required to be on leash during outdoor walks. Customer must provide the leash for these walks. We will not permit your dog(s) 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.
11. **Unforeseen purchases:** Should the supplies you have provided run out in your absence, any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by Happier Pets. We will retain a receipt and the customer will be responsible for reimbursement of these items.
12. **Animal Behavior:** Animals' behavior can be unpredictable. Happier Pets does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a Happier Pets pet care 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 either this Happier Pets pet care provider or by the animals.
13. **Payment:** For all services, payment is due at the time of or prior to the first visit. If payment is not received at or prior to the first visit, service will not be given.
For weekly or daily services, a payment schedule will be discussed with the client.
Happier Pets accepts cash, checks or credit cards.
 - **Return Check Charges:** There is a \$20 fee for any returned check.
14. **Other Care Givers:** I, Tina Shover, am the owner of Happier Pets and will be the primary care giver for your animal(s). The only other person to take care of your pets would be my husband. He would only take the appointment if I am unable to make it to your home. A few times a year, I will be out of town. I have someone who helps me during those times, but you will be notified if I will not be the one taking care of your pet(s).
15. **Privacy Policy:** All of your information will be kept private and confidential. Happier Pets highly respects our clients' entrusting us with the care of their home and their loving pets.

I, _____, have read, understand and agree to the pet care policy of Happier Pets. All policies and guidelines are subject to change at Happier Pets' discretion.

Pet Owner Signature: _____ Date: _____

Happier Pets' Signature: _____ Date: _____