

Terms of Agreement for Daily Pet Care



Daily services consist of a 30-minute visit including walking, playing, mid-day meal and/or medication, snacks, potty breaks, and lots of love & attention. Hours begin at 7:30 am and end at 7:30 pm.

Overnight services consist of a 12-hour window.

This document is an agreement between Happy Pets LLC and Client for pet care services beginning on the date client digitally initials the agreement when signing up as a new client on the Happy Pets LLC portal. Agreement stays active until revoked. Happy Pets LLC agrees to provide pet care services to Client in a reliable, trustworthy, and caring manner.

PET CARE

1. I authorize Happy Pets LLC to perform pet care services as outlined in Client Profile, Pet Profiles, and Policies and Procedures which shall become part of this contract.
2. If the pet(s) become ill while under the care of Happy Pets LLC, I authorize Happy Pets LLC to transport and obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I also authorize Happy Pets LLC to utilize an alternative veterinarian in the event my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to obtaining emergency care.
3. Happy Pets LLC accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Only Happy Pets LLC will perform pet care during all assignments unless prearranged with client (i.e., in the event of Happy Pets LLC owner or their Independent Contractor being on vacation, etc.).
4. I agree to reimburse Happy Pets LLC for any additional fees for providing emergency care, as well as any costs incurred for transportation, treatments, housing, food, supplies or other expenses.

5. Happy Pets LLC agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Happy Pets LLC, its Independent Contractors or assigns, except those arising from proven negligence of the pet sitter.

6. Happy Pets LLC will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

7. I will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Happy Pets LLC in the event of a claim by any person injured by the pet.

8. It is expressly understood that Happy Pets LLC shall not be held responsible for any damage to client's property, or that of others, caused by client's pets during the period in which they are in its care. I have advised Happy Pets LLC of all situations, which will relieve it of liability for damage.

9. Fees for pet sitting services rendered by Happy Pets LLC are due monthly as invoiced. All invoiced services are due within 15 days from the date of invoice. Any unpaid balance is subject to a 20% late fee of the unpaid balance. A fee of \$20.00 will apply to all returned checks. I am responsible for all costs of collection.

10. I agree to provide Happy Pets LLC with a key and will purchase a lock box from Happy Pets LLC for the price of \$10. Location of lock box will be agreed upon at consultation. Alternatively, if I have a garage keypad or door keypad, I may defer to that option for entry into my home. I will provide entry code in Client Profile.

11. I agree to contact Happy Pets LLC, 3 days prior to departure to confirm their travel plans and verify the dates of service, unless other arrangements have been made in advance. I agree to notify Happy Pets LLC in the event I am delayed in returning home. I further agree to pay Happy Pets LLC for any additional visits required (not previously scheduled) until I return home.

13.*There will be a \$15 surcharge on all holidays. **For holiday reservations, a 50% deposit is due to hold the reservation and full payment is due 14 days before service starts. Cancellations made two weeks before service will receive a full refund. Cancellations made one week before, will forfeit the deposit. Cancellations made less than a week before, the full amount will be forfeited.

14. Time spent in excess of the 30-minute visit or 12-hour window due to cleaning, medications, or other issues regarding care of the pet are subject to an hourly rate of \$30, unless additional time has been scheduled.

15. I agree to reimburse Happy Pets LLC for any cost related to materials necessary for the satisfactory performance of duties; and/or for any emergency expenses incurred.

16. In the event of incompatibility or personal injury (from client's pets), customer authorizes Happy Pets LLC to arrange for another qualified individual to fulfill the responsibilities set forth in this contract, or, to arrange for alternative care of my pet(s). I further agree to promptly reimburse Happy Pets LLC for additional costs incurred, if any, due to providing alternative care of my pet(s).

17. Happy Pets LLC reserves the right to terminate this contract at any time, at its sole discretion; likewise, client may terminate this contract at any time. There is no term of contract for daily service.

18. I attest to the fact that all licenses and vaccinations required by the State of Tennessee, the City in which I reside and/or the County of residence is current according to the law. My initial to this Service Agreement denotes that these items are all current.

19. I authorize this contract to be valid approval for future services so as to permit Happy Pets LLC to accept my telephone, email or website reservations and enter my premises without additional signed contracts or written authorization.

20. I have received and agree to the pricing structure set forth by Happy Pets LLC.

21. I have completed and signed required Veterinary Release Form and my primary veterinarian will be notified. A copy of this form will be provided to Happy Pets LLC for each caregiver to have access to should the need arise.

I have read and agree to the aforementioned Policies and Procedures, which are a part of this agreement.

*Holidays- in regard to surcharge, include the following: New Year's Eve, New Year's Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Black Friday, Christmas Eve and Christmas.

**Holidays- in regard to the reservation policy and deposit, dates will include the following: Week before/after New Year, Thanksgiving & Christmas. Weekend & week of Easter Sunday, Memorial Day, July 4th, and Labor Day