



Service Agreement - Policies

Client Name: _____ Pet(s) name(s): _____
Address: _____ City: _____ State: _____ Zip: _____

"In Your Dog House, IYDH, We or Us" refers to In Your Dog House Pet Sitting & Dog Walking, LLC. "Client or You" refers to the client of In Your Dog House Pet Sitting & Dog Walking, LLC.

1. **Payment:** Payment for pet sitting is due at start of service. Payment for daily visit/walking is due upon receipt of invoice.
2. **Late Payment:** Accounts not paid within 15 days of the date of the invoice are subject to a 1.5% monthly finance charge.
3. **Return Check Fee:** There is a \$35 fee for returned checks.
4. **Scheduling:** Services are on a first come first serve basis. IYDH will do our best to accommodate your specific time requests. We will arrive as close to your requested time as possible. If an unforeseen situation occurs, the time may be adjusted.
5. **Confirmation:** IYDH will confirm your departure dates and current contact information prior to your departure. This will be done via email/telephone or both.
6. **Cancellation:** Should your plans change we ask that you notify us as soon as possible. If you cancel **24 hours or less** prior to the date of your first scheduled visit there will be a \$18 cancellation fee.
7. **Holiday Cancellation:** If you cancel a reservation **seven (7) days or less** before an IYDH recognized holiday you will be charged for half of the scheduled visits.
8. **Early Return:** If you return home early, please notify us immediately. If you do not notify IYDH and we arrive for our visit and find you home the appropriate visit fee will be billed.
9. **Inclement Weather Emergency Plan:** IYDH will use our best judgment in caring for your pet(s) and home during a time of inclement weather (snow/ice conditions, hurricanes, etc.). Caring for our client's pet(s) is our top priority and we will make every effort to execute our services to ensure your pet(s) safety. On our client profile we requested an emergency contact (preferably someone within walking distance) who we can contact should we have to execute our inclement weather emergency plan. The plan is as follows: A) Scheduled service times may be changed or altered due to weather conditions. B) IYDH will make every effort to drive to your home, if it is not possible to drive and park safely at your home we will contact your emergency contact will be notified. We will stay in contact with your emergency contact until we are able to resume service. C) IYDH will contact you to let you know this plan has been put into effect.

10. **Other Service Providers:** IYDH cannot be held liable for missing property, damages to property or pets as a result of another service provider having access to the property during IYSH contracted time period. Please notify IYDH if another service provider has access to your home during a contracted time period, you should also notify that service provider that IYDH will have access to your home.
11. **Fences & Leashes:** IYDH will not leave pet(s) unattended in a fenced in area during our visit. No fence system is totally secure for your pet's safety. IYDH does not accept responsibility or liability for client's pet(s) that could escape, are injured or become lost, fatal or otherwise when pets are left out or given access to a fenced area. This includes electronic, wood, metal or other fence types. IYDH does not accept responsibility or liability for client's pet(s) that escape due to another service provider letting pet(s) out in a fenced in area while they are in your home or their failure to close a gate when they are on your premises. If there is no fence system in place IYDH will leash your animal when we are on premises.
12. **Health/Medications/Vaccinations:** Client will not hold IYDH responsible or liable for any injury or illness to their pet(s) following our care and services. Client represents that their pet(s) are healthy at the time of service. IYDH will not service any animal that has any form of contagious illness; this is for the safety of other clients and our own pets. IYDH requires that all pets have the necessary vaccinations before service begins. Client will be responsible for all costs and damages that occur as the result of a bite from a pet that has not been properly or currently vaccinated. IYDH will make every attempt to administer medications as directed but cannot be held responsible for complications that could arise from this. Please notify IYDH if you have an animal that is shy or uncooperative with medications. Shy cats can be at risk if IYDH is not able to access them to administer their medications.
13. **Accident Cleanup:** IYDH will dispose of pet elimination in an exterior trash receptacle. We will make every effort to thoroughly clean up any accidents your pet may have. We will notify you via visit updates of any accidents we encounter. IYDH is not responsible for any stains on carpet, flooring, furniture or bedding created by your pet(s).
14. **Unexpected Purchases:** It may be necessary to purchase food, litter or other supplies needed to maintain the well-being of your pet during a service period. You will be responsible to reimburse IYDH for these items plus a \$10 trip fee. IYDH will provide you the receipt for these items.
15. **Animal Behavior:** IYDH does not accept responsibility or liability for animal behavior that results in injury to the client's other pet(s), our staff or any other person. If we are injured by a client's pet(s) the client accepts full financial responsibility for the cost of medical attention required. IYDH reserves the right to terminate this service agreement if the client's pet(s) become a threat to the health and safety of our staff due to aggressive behavior.

The undersigned has read, understands and agrees to the pet care policies of In Your Dog House Pet Sitting & Dog Walking, LLC. All policies and procedures are subject to change at IYDH's discretion.

Client Signature: _____ Date: _____

IYDH Signature: _____ Date: _____