**Policy and Procedures**

For the purposes of this document, the terms Client, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

**Payment**

Payments acceptable are cash, check and PayPal.

Payment in full is due at time of service or when payment arrangements are agreed upon by both parties.

A late charge will be added to any unpaid services. **Late Fee is $5**

Unpaid services have to be paid before future bookings.

**Returned check fee: $20**

**Cancellation** **Policy**

* **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)

Credit(s) has to be discussed and agreed upon before given.

**Holiday Fee: $10**

**Holidays are as followed**: New Year’s Eve/Day, Memorial Day, Independence Day, Labor Day, Veterans Day,

Thanksgiving Day, and Christmas Eve/Day

**Scheduling**:

Schedule can book up fast; therefore we ask 24 hour notice. Any visit requested with less than 12- 24 hour notice may be denied due to no availability. If available, we’ll add you into the schedule best to our ability.

Last minute charges may apply.

Reservations are made to plan sitter availability to clients. Reservations are first come, first serve.

At the time that service is booked, Owner will notify pet sitter of everyone who has been granted access to the home during the service period. Paws Applause accepts no responsibility for any damage to property or loss to the premises if other individuals have access to a client’s home, or if the home is not properly secured.

Hours of service: 7 days a week, 365 days a year (with exceptions) 7/8 Am – 8 pm

Time windows: Mornings, Midday, Afternoon, Evening, Pm and bedtime

Medically necessary visits before and or after hours are available.

**Calls and Text sent after 8 pm (non-emergency) will be answered the following day at 9 am!**

**Texting**: We strive to do our best to text per visit but our first priority is your pet. We will call or text right away with any questions, concerns or emergency. Please bear with us on non-emergency texting.

**Pet Taxi**: Pet owner allows us to transport pet(s) or animal to and or from locale as per pet taxi request.

**Weather protocol**:

Shorter walks maybe given if temperature outside is higher than 95 or less than 35.

If major storm is present, services will be tailored to the safety of your pet(s) and the pet sitter.

This may include no services given. Other weather protocols will be discussed on case bases. Please provide instructions on what you would like us to do in each weather conditions as well as any and all issues pet(s) have with weather, noise, etc. Meds needed

It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/”Code Red”. Paws Applause will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.

**Liability Policy**

Paws Applause is not responsible for wilted, dead or otherwise unhealthy plants. We will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable.

Paws Applause is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, we will attempt to contact the customer and then the emergency contact.

Paws Applause is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises.

As long as we are the only one with access to the premises, Paws Applause will be responsible for securing the house per owners instruction’s each day upon leaving.

Paws Applause will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.

Paws Applause is authorized to seek any emergency veterinarian assistance needed during visits, at owners cost. However, is not responsible for the health/wellbeing of the animal. Owners preferred vet:

Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches, responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s).

Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agree to indemnify, hold harmless, and defend Paws Applause in the event of a claim by any person injured by the Pet.

Paws Applause may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter.

Paws Applause agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its employees..

Client agrees to discuss any concerns with Paws Applause within 24 hours of return after service.

This contract permits Paws Applause to accept all future telephone, online, mail or email reservations and provide service without additional signed agreements.

This agreement is valid from the date signed. Client agrees to any future term changes relayed verbally to the client, mailed or emailed in writing to the client, orposted on our website.

The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_