

UNLEASHED PAWZ LLC POLICY FORM



Client Name:	Date:
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1. **Service Agreement Form:** All clients are required to complete a service agreement form prior to my first visit. This form covers basic but essential information regarding you and your pet and authorizes an employee with Unleashed Pawz, to enter your home at our agreed dates/times in order to provide pet care services. This form can be downloaded, printed, and completed from my website prior to our consultation, or if preferred, filled out in person during our initial consultation. We always keep physical copies on hand for new clients.
2. **Consultations/Meet-and-Greets:** Prior to a booking, We offer in-person consultations with all of our potential clients completely free of charge. This consultation typically takes up to an hour, and is a great time for you to ask questions to help determine if we are the right fit for your family's needs. During this time, it is ideal to meet your pet/s as well and get to know their temperament and behavior. If at the end of this consultation you elect to hire Unleashed Pawz, the service form mentioned above may be filled out and given to us prior to our first visit, along with this policy form.
3. **Vaccinations/Immunizations:** Unleashed Pawz urges all of our potential clients to make sure their pets are current on core vaccinations prior to our first visit. You will be providing your written assurance that your dog or cat is up-to-date on his or her Rabies Vaccination, as required by law, prior to our first visit. Other routine vaccinations are not required for in-home visits but are recommended for the welfare of your pet.
4. **Payment:** Forms of payment currently accepted include cash, personal check, and Credit or Debit (Visa, Master Card, American Express, and Discover). If you are not a regular or established client, Unleashed Pawz requires all personal checks to be deposited and cleared either before, or the start of our booking to ensure legitimacy. Other forms of payment may be accepted at the completion of services. In the case of regular clients, payment is to be received at the end of each work week/the last day the service is provided. In the event that payment is not received on the agreed day, there

is a ONE TIME 24 hour grace period allowed per client. This means that you have until the next day to send payment without any repercussions if it is a first time occurrence. Note that if payment is not received by the following day, Unleashed Pawz reserves the right to charge a \$5.00 per day late payment fee until payment is received. Services will not continue until your balance is paid.

5. Holidays/Short Notice Bookings: Please note that starting rates listed do not account for holidays or short notice bookings. There may be additional fees for these bookings which will be discussed prior to our initial consultation. Bookings scheduled for the week prior or after Christmas day are grounds for an additional fee. Other holidays with this fee include: Easter, St. Patrick's Day, Memorial Day weekend, Labor Day weekend, and Thanksgiving. A 50% non-refundable deposit of the total amount of services is required at time of scheduling to reserve your holiday booking. Short notice bookings include scheduling a booking with less than 7 days' notice. Note that we will not provide pet care services for new clients without an initial consultation and service form completed.
6. Cancellations: New and infrequent clients are required to give at least a 48 hour cancellation notice prior to scheduled services. Failure to provide notice in this time will result in full charges for the services scheduled. Regular and well established clients have up until my departure to their home to cancel services for that day. Failure to provide notice in this time will result in full charges for the services scheduled.
7. Privacy/Social Media Policy: Unleashed Pawz understands the importance of keeping your information confidential. When you elect to use our services, we ensure that your personal information will not be shared with or viewed by another individual. If you do not wish for your pet's first name and photograph to appear on the Unleashed Pawz's Facebook page or website, you may elect to initial your name below. Otherwise, any photographs taken Unleashed Pawz may be posted on our Facebook page or website.

____ I do not approve of my pet's photograph being shared on social media.

8. Pet Emergencies: In the event that there is an emergency, you authorize Unleashed

Pawz to take your pet to receive veterinary care at either your preferred veterinary clinic listed on the service form or the nearest emergency room. Your pet's health and well-being are important to us, and we will not hesitate to ensure they receive medical care if needed. Please understand that by electing to hire Unleashed Pawz, you consent to taking full responsibility of veterinary bills in the event of an emergency.

- 9. Bites/Pet-Related Injuries: As opposed to some other pet care individuals, Unleashed Pawz does NOT hold owners responsible for any pet-related injuries. But please understand that if we are injured during our visit or stay with your pet, we will receive medical attention at the earliest convenience, and you will still be charged for the visit in full. In the event that something like this does occur, Unleashed Pawz will require documentation that your pet is current on his or her Rabies Vaccination.

- 10. Dog Walks and Weather Conditions: Unleashed Pawz does not walk dogs in potentially dangerous weather conditions such as snow storms, thunder storms with lightening, heavy rain, hail, or when the temperature is extremely hot or cold, as determined by Unleashed Pawz. When weather conditions pose a threat to a client's pet and/or employee of Unleashed Pawz, we will let dogs outside for a short potty break and then provide the dogs with attention and playtime in the safety of the client's home.

I, _____ have read, understand and agree to the policies of Unleashed Pawz. I also understand that a signed copy of this form will be kept on file and that Unleashed Pawz reserves the right to inform me of any changes made to these policies.

Signature: _____ Date: _____