

Contract and Service Considerations

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

- Payment is due at time of service or upon completion of service.
- Cancellation Policy
 - Cancellations for visits within 24 hours will be charged in full.
 - Cancellations for holiday visits within 72 hours will be charged in full.
- Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time, if applicable. Clients will not have to pay for scheduled special services not performed.
- Happy Tales is not responsible for wilted, dead or otherwise unhealthy plants. Happy Tales will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. ***Please place all indoor plants together on a waterproof surface*** in plain sight, as your pet sitter is not responsible for water damaged areas or missed plants.
- Happy Tales is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency before making a subjective decision on dealing with the problem. All repairs and related fees (including Special emergency service time and coordination fees) will be paid by the client.
- Happy Tales 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. Happy Tales will attempt to re-secure the home to client instructions at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person or be properly secured.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with “Visiting” pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).
- 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, at any and all locations the owner designates for service.
- Pet owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Happy Tales Pet Care 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,
- Happy Tales is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from the veterinarian as chosen by the client and if not available then the veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items.

- 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. Customers agrees to indemnify, hold harmless, and defend Happy Tales Pet Care, in the event of a claim by any person injured by the Pet.
- 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". Happy Tales will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- This contract permits Happy Tales Pet Care to accept all future telephone, online, or email reservations and provide service without additional signed legal considerations agreements.
- Happy Tales Pet Care 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. If concerns prevent the Pet Sitter from continuing for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner,
- Happy Tales Pet Care 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, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by Happy Tales Pet Care, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to discuss any concerns with Happy Tales Pet Care within 24 hours of return after service.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Happy Tales Pet Care term changed relayed verbally to the client, or mailed or emailed in writing to the client
- This contract may be terminated by either party by giving thirty days written notice to the other party.
- 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: _____

Happy Tales Representative: _____

Signature: _____ Date: _____

Pet Photo Consent Form

I, _____, hereby grant Happy Tales Pet Care permission to use any photographs taken of myself or my pet, in any and all of its publications, including website entries, without payment or any other considerations. I understand and agree that these materials will become your property and will not be returned. I hereby authorize to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing your programs or for any other lawful purpose.

In addition, I waive any right to royalties or other compensation arising or related to the user of the photograph. I hereby release rights to all claims, demands, and causes to action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf of my estate have or may have by reason of this authorization. In signing this consent, I give authorization to use my name and my pet's name and information as printed below.

(Pet's printed name)

(Owner's Signature)

(Date)

(Owner's printed name)

Veterinary Release Agreement

In the event of my pet(s) appears to be ill, injured or significant risk of experiencing a medical problem while in the care of Happy Tales, I give permission to Happy Tales to seek veterinary service. My preferred veterinary services are listed on each individual Pet Information Form. In case that it is after hours of my veterinarian is closed, other veterinarians or emergency care clinics chosen by Happy Tales are acceptable.

I ask Happy Tales to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet/ all pets (most common values are \$200, \$1,000, or unlimited). I understand efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as possible. I understand that Happy Tales works hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow Happy Tales to use their best judgment in handling these situations and I understand that Happy Tales assumes no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. I also agree to be responsibly for all special service fees assessed by Happy Tales for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within the time limit stated above

I further authorize Happy Tales and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Happy Tales cares for one or more of my pets. In signing this contract, I agree to all the terms above.

Client/Owner Name: _____

Client Signature: _____ Date: _____