

Happy Trails Pet Sitting Guidelines and Procedure Policy

This policy may be modified or changed in the future
to adapt to changing business conditions.

This is all done to ensure we provide
you with exceptional service

1. Scheduling & visit times:

Scheduling is on a first come first service basis and we will do our best to Accommodate your needs. Happy trails pet sitting service will visit at the requested times as closely as Possible. However, if an unforeseen situation arises, the time may be adjusted. All visits range from 15 to 70 minute sessions depending on the service that you selected; however this time may have some variations and may be actually less or more depending on your pet's specific needs.

2. Confirmation Call (Prior to out-of-town-Departure):

Happy trails pet sitting service will make a Confirmation call or e-mail no less than two days before each departure in order to verify that all Information (dates, contact numbers, etc.) are still correct. Since phone messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by Happy trails pet Sitting service (please do not depart town with out this). This is to ensure your pet's needs are carried out as intended.

3. Early Returns:

We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify happy trails pet sitting service of an early return and happy trails pet sitting service makes a trip and finds you home, the regular per visit Charge applies. You can call Happy Trails Pet Sitting Service at 941-539-8835 anytime and leave a Message, someone will retrieve the message left before the start of the next business day, and the sitter Will not come to your home.

4. Cancellations:

We understand your plans change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel 24 hours or less prior to the date of the first visit there will be a \$25.00 cancellation fee.

Holiday Cancellations:

Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before **any holiday**, you will be charged for half of the estimated scheduled visits. Happy Trails Pet Sitting Services recognized holidays are, New years eve, new years day, Easter, Memorial day, Fourth of July, Labor day, Thanksgiving day, Christmas eve, Christmas day,

5. Inclement Weather:

Primarily severe storms, hurricane conditions etc. You will entrust happy trails Pet sitting service to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. Happy trails pet sitting service will try to carry out your instructions to the best of happy trails pet sitting service ability. The care we provide to our customer's pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. **The inclement weather plan will bear as follows: 1) every effort will be made to drive to your Home; 2) the service schedule may be changed, interrupted, or altered due to circumstances; 3) If this is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.**

6. Emergency Contact:

Happy trails pet sitting service has requested the name and phone number of a Person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). This information is needed so that we can contact this person to request their assistance to check on your pet(s) if we are physically unable to drive to your home due to inclement weather or if an unforeseen emergency arises. Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Happy trails pet sitting service, customer realizes that Happy trails pet sitting service will provide service but not until conditions allow us to reach your home safely.**

7. Medications/Vaccinations: Happy trails pet sitting service will

attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will** Happy trails pet sitting service any pet that has any form of contagious illness. This is for the safety of other clients. Happy trails pet sitting service requires that all pets have the necessary vaccinations and immunizations before service begins. If a Happy trails pet sitting service pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

8. Access to your Home by Others:

If customer allows any other person(s) access to their home during Happy trails pet sitting service contract period, happy trails pet sitting service cannot be held liable for any damages to property or pets as a result. Please notify Happy trails pet sitting service if someone will be in your home. Please also notify the person(s) in your home that happy trails pet sitting service is coming so that your visitor, as well, is not surprised by our entrance.

9. Fences:

Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety** Happy trails pet sitting service does not accept responsibility or liability for any customer's pets that escape, are injured or

become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types

10. Illness or Injury:

In the event that your pet becomes ill or obtains any injury while in our care, Happy Trails will not be held liable for any charges that may arise from such illness or injury of your pet, Unless happy trails pet sitting service's or its representative was negligent in performing their Duties and such negligence directly caused illness or injury to your pet.

11. Pet and house clean-up/Damages:

Happy trails pet sitting service will properly dispose of pet waste and do our best to clean up any accidents your pet may have. Happy trails pet sitting service is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste Disposed of. It is further agreed that happy trails pet sitting service is not responsible for any damages to your home or Property or that of others caused by your pet(s).

12. Leashes:

All dogs will be required to be on leash during outdoor walks.

13. Unforeseen purchases:

Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by Happy trails pet sitting service. We will retain a receipt and the customer will be responsible for reimbursement of these items. A \$10.00 trip fee will be applied.

14. Animal Behavior:

Animal's behavior can be unpredictable. Happy trails pet sitting service does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a happy trails pet sitting service pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either happy trails pet sitting service pet care provider or by the animals.

15. Updates:

Please provide us with any changes regarding your pets' care and other pertinent information.

16. Payment:

For service period of seven days or more 50% advance payment is required and must be received by Happy trail pet sitting service prior to the first scheduled visit.

Payment Choice #1: We extend to you the courtesy of billing for our services. In return, we require **PROMPT** payment upon receipt of the invoice. A \$25.00 late fee will be assessed if payment is not received within 14 days of completion of service. Balances left unpaid in excess of 30 days will be sent to collections- the client will be responsible for those fees as well. Unless prior arrangements have been made.

Payment Choice #2: Payment is due on or before the 1st day of service; customer has the option to post-date their checks to the LAST date of service and check will not be cashed until after service is complete. Customer will be quoted the rate of the total payment at the time of the confirmation call and Happy trails pet sitting service will leave a paid Invoice for your records as a receipt.

New Clients Happy trails pet sitting requires that all new clients pay 50% of the estimated balance prior to the start of service.

Additional charges Any additional charges for any unforeseen circumstances will be billed separately and payment is due within 14 days of receipt of that invoice. If payment is not received within the 14 day period, the standard \$25.00 late fee will apply, Balances left unpaid in excess of 30 days will be sent to collections

Return Check Charges: There is a \$30.00 fee for any returned checks by the client's bank, regardless of the reason.

Acceptable payment methods: Happy trails pet sitting service accepts cash, Local checks, and money orders only. Please make all checks Payable to Happy Trails pet sitting service.

17. Keys:

If you are not already doing so, consider letting happy trails pet sitting service retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept in a secured lock system and are coded for customer's confidentiality. If you choose not to have happy trails pet sitting service Retain a key, happy trails pet sitting service will return your key as per your request, by U.S. regular Mail. There is no charge for this option. However if you chose priority mail there will be a charge of the current postal rate for priority mail. Happy trails pet sitting service will not be responsible for any Keys that are lost by mail carriers. If you would like your keys returned in person there will be a \$5.00 trip charge to offset the cost of fuel.

Please check the key you provide happy trails pet sitting service.

18. Checking in:

We here at happy trails pet sitting service realize that being away from your pet can be a Stressful time for both you and your pet, that's why we encourage you to call or email Happy Trails pet Sitting Service to check in on your pet(s) while you're away. We assure you that we will contact you immediately if there is any situation that you should be made aware of. We also want you to know that you can call us to check in on your Pet(s). You can call Happy Trails Pet Sitting Service at 941-539-8835 anytime between regular business hours. If you don't get an answer, than please leave a message and we will return your call as soon as possible, or email us at: Sharon@happytrailspetsitters.com

19. Emergency Medical Treatment

In the event that your pet should require emergency medical treatment, Happy trails pet sitting service will attempt to contact your Veterinarian on file, However if we are unable to contact your veterinarian of choice, we will have your pet seen by one of our Veterinarians for treatment. The Client will be responsible for full payment of emergency treatment

services, either to the provider or Happy trails pet sitting services within 5 days of such charges. Any balance left unpaid after 14 days will be charged a \$25.00 late fee. All balances left unpaid after 30 days will be sent to collections and client will be responsible for those charges as well.

20. Call Home Policy

The safety of your pets is our primary concern. We do everything in our abilities to ensure their safety. We believe that your pets need to be visited the number of Times agreed upon during a day. While we certainly anticipate that you will be arriving home on the date you provide to us, we understand that there will occasionally be circumstances beyond your control that will prevent you from returning on the indicated date. If this happens, please call us and we will absolutely extend past the predetermined visits to care for your pets. You will be responsible for all charges for extended service dates. Any unpaid balance after 14 days will be charges a \$25.00 late fee. All unpaid balances will be sent to collections after 30 days and the client will be responsible for those charges as well. We ask that you call us when you arrive home. We will also leave a small note card reminding you to call. This covers an unforeseen event in which you do not arrive home and cannot notify us of this situation. If Happy Trails pet sitting service does not hear from you prior to your arrival date, we will automatically extend your visits to ensure the safety and welfare of your pets. If we arrive at your home and you are either at home or have arranged for other care for your pets; We will charge you for an extra visit and any other charges that might apply..

21. Privacy and Asset Protection Policy

At Happy trails pet sitting your privacy and assets are a principal concern to us. In order to provide you with the best service possible, and protect you and your assets, we have certain requirements and policies that we have put into practice. We do not divulge the identity of our clients to anyone outside of our business. In a further measure, if through outside means, people know you are a client of ours, they would never know the exact dates of services that we provide to you. Furthermore, if for some reason someone arrives at your house while we are contracted with you, we will inform them that we are performing services per your request, and that you are currently unavailable. Beyond that, we will answer no further questions, and will not be able to take any messages in this instance. If anyone contacts us with an urgent need to contact you, regardless of relation to you, we will contact you on their behalf. We will not under ANY circumstances release information to them. If we secure a key to gain access to your home, it is coded so that no one can match your key with your information. If you provide us with any codes (garage door, security system), the code is encrypted when it is printed on any of your information. If at anytime we feel your privacy, or security of your assets is in jeopardy, we will take whatever measures necessary to protect you. If this is an issue that needs your input, we will immediately contact you at home, or your away destination.

22. Pet Bath Service and Nail Trims

Happy trails pet sitting service does not accept any responsibility or liability for any reactions a pet may have to bath products allergic or otherwise any such liability claims should be directed to the manufacturing company that distributes the product that caused such reaction. Further, if a happy trails pet sitting service pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either happy trails pet sitting service pet care provider or by the animals. Happy trails pet sitting service reserves the legal right to use normal restraints for uncooperative animals during bathing and nail trims (this practice is strictly used for the protection of the animal and the happy trails pet sitting representative) such restraints include but are not limited to the use of a muzzle as well as any Physical restraints deemed necessary by a happy trails representative. All restraints are used in a professional manner and with respect to your pet.