



POLICIES per our Service Agreement:

- *Any additional visits made or services performed shall be paid for at the usual contract rate. In the event of early return home, Client must notify The Lucky Pup promptly to avoid being charged for unnecessary visit(s).*
- *The Lucky Pup is authorized to perform care and services as outlined in this agreement. The Lucky Pup is also authorized by signature below to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Should specified veterinarian be unavailable, The Lucky Pup is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. Client agrees to reimburse The Lucky Pup for expense incurred, plus any additional fees for attending to this need or any expenses incurred for any other home/food/supplies needed.*
- *The Lucky Pup must be notified if anyone else has access to your home while the pet-sitting job is being performed or if pet-sitting duties will be shared with The Lucky Pup in your absence. Under these circumstances, The Lucky Pup can assume no liability for any damages or losses to your home or pet.*
- *The utmost of care will be given in watching both your pet(s) and your home. However, due to the extreme unpredictability of animals, The Lucky Pup cannot accept responsibility for any mishaps of any extraordinary or unusual nature (i.e., biting, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death, or fines of pet(s) with access to the outdoors.*
- *In the event of inclement weather or natural disaster, The Lucky Pup is entrusted to use best judgment in caring for your pet(s) and home. The Lucky Pup will be held harmless for consequences related to such decisions.*
- *The Lucky Pup agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against The Lucky Pup except those arising from negligence or willful misconduct on the part of The Lucky Pup.*
- *Client understands that agreement also serves as an invoice and takes full responsibility for PROMPT payment and fees upon completion of services contracted. A finance charge of 3% per month will be added to unpaid balance after 30 days. A handling fee of \$30 will be charged on all returned checks. A 50% deposit will be required on lengthy assignments and first-time clients. Those clients with a history of late payments will be required to pay in advance before services are rendered. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.*

- *In the event of personal emergency or illness of Pet Sitter, Client authorizes The Lucky Pup to arrange for another qualified Pet Sitter to fulfill responsibilities as set forth on this agreement. Every attempt will be made to notify Client regarding such situation.*
- *All pets are to be currently vaccinated. Should Pet Sitter be bitten or otherwise exposed to any disease or ailment received from Client's animal, it will be the Client's responsibility to pay all costs, medical bills, and damages incurred by the victim. Client is also responsible if Pet Sitter is injured while breaking up a fight between Client's pets.*
- *The Lucky Pup reserves the right to terminate this agreement at any time before or during its term if The Lucky Pup, in its sole discretion, determines that a danger exists to the health or safety of Pet Sitter. If concerns prohibit Pet Sitter from caring for pet, Client authorizes pet to be placed in a kennel, with all charges therefrom to be charged to client. Every attempt will be made to notify client regarding such situation.*
- *Client authorizes this signed agreement to be valid approval for future services of any purpose by this agreement permitting The Lucky Pup to accept telephone reservations for service and enter premises without additional signed agreements or written authorization.*
- *Client is responsible for providing The Lucky Pup with 2 sets of keys. In the event that The Lucky Pup is required to employ a locksmith to gain entry into Client's premises due to a malfunction of the lock or a failure of the Client to leave a key, it shall be the responsibility of the Client to reimburse for all costs incurred. The Client expressly gives The Lucky Pup the authority to employ a locksmith on Client's behalf in the event of the aforementioned occurrences.*
- *All services and associated prices are located on The Lucky Pup's web site at www.theluckypup.com. Prices are subject to change at The Lucky Pup's discretion.*
- *Client releases to The Lucky Pup all rights to images, likenesses, or photographs taken of their pet(s) while under the care of The Lucky Pup or those images otherwise provided to The Lucky Pup by the Client.*

OTHER POLICIES:

- *Our first initial consultation is free. Please have 2 keys available for us at the initial visit. Additional visits to pick-up and/or drop-off keys will be charged \$15.00 per trip.*
- *All dogs must have a collar and ID tags in case of a play date at a dog park or in the off chance your pup gets off of their leash.*
- *Dog leash(es) must be provided as well as any other items for walks or sitting (i.e. food, brushes, bowls, etc.). All cats must remain INDOORS while under our care. We will happily take them outside on a harness (leashed) or in a cat stroller.*
- *Our business hours are from 8am-6pm, Monday - Friday. We are happy to answer and make calls during these hours. If you call after 6pm, please know we will call you back the following business day. Please note that we will take appointments made in advance outside of these hours.*

- Please CALL or TEXT when you return home from your vacation (regardless of time). If you don't call and we head out for a visit, you will be charged.
- *If we haven't seen your pet for 90 or more days, a "re-introduction" visit is required at a rate of \$15.00.*
- *A local emergency / key contact is required. (See Snow/Inclement Weather Policy below)*
- *We do clean up pet accidents that we see with cleaning solution (ie, Nature's Miracle, Bio Kleen Bac-Out) that you provide. Otherwise, we will clean up with paper towels and water.*
- Cancellation policy - visit: \$15.00 fee if cancellation occurs within 12 hours of visit. Policy applies to all visits. If we come to your house and the visit is cancelled upon arrival, you will be charged for the scheduled visit (no exceptions).
- Last Minute: \$10.00 fee for visit requests with less than 12 hours advance notice.
- Late Fee: Full or Final Payment is due upon completion of assignment. A 3% late fee will be added to any invoices when payment is not received after 30 days.
- Returned checks: \$30.00 fee for any returned checks

Holiday Rates: There is a holiday surcharge of \$10 per visit or day depending on service for the following holidays:

- *New Year's Eve and Day – December 31–January 1*
- *Easter Day*
- *Memorial Day Weekend – May (Saturday, Sunday, Monday)*
- *4th of July – July 4*
- *Labor Day Weekend – September (Saturday, Sunday, Monday)*
- *Thanksgiving Weekend – November (Thursday thru Sunday)*
- *Christmas Eve and Day – December 24, 25*
- *Holiday priority is given to existing clients, please book in advance.*

SNOW/INCLEMENT WEATHER POLICY

For Daily/Mid-Day walks/visits:

- *For the safety of our walkers, The Lucky Pup will follow the Federal Government closing policy during inclement weather. Even if the roads look safe enough for driving, we feel that it is in the best interest not to risk it, both for your safety and ours. If the schools and government are closed, we feel that driving conditions are too dangerous for our walkers to brave the roads. We request that our clients contact The Lucky Pup to cancel or check availability by 9:00am. If possible, please make appropriate arrangements in advance as enlist the help of a neighbor during severe weather. Clients requesting service on severe/inclement snow days will be charged an additional \$20 per visit. The surcharge will go directly to the sitter who is going out in dangerous conditions.*

- *If roads appear snowy/icy at our houses, we may need to cancel our play-dates and will be in touch in the morning to discuss with you. If you know ahead of time that you will not be going in to work due to inclement weather conditions, please call or email us immediately.*

For vacationers:

- *If the roads are too unsafe to drive in the early morning, and late at night, we may have to adjust our scheduled visit times. Please make sure that we have a neighbor or local contact that could let your pets out and feed them in the unlikely situation that we cannot get out of our homes.*

**Policies are subject to change without notice per The Lucky Pup's discretion.*