



LAZY DAY PET SERVICES, LLC

Service Agreement

All uses of the phrase “Lazy Day Pet Services, We or Us” shall refer to Lazy Day Pet Services, LLC. Customer or client referred as “Customer or You”.

1. **Scheduling & visit times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. Lazy Day Pet Services will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. Emergency visits upon request for an additional charge.
2. **Confirmation Call (Prior to out-of-town-Departure):** Lazy Day Pet Services will make 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 mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by Lazy Day Pet Services (please do not depart town with out this). This is to ensure your pet’s needs are carried out as intended.
3. **Visit Cancellations:** We understand your plans can change and we are flexible if notified. However, if you cancel 24 hours or less prior to the date of the first visit, a \$25 cancellation fee may be imposed.
4. **Holiday and Vacation 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 your first scheduled visit, you will be charged for half of the visits.
5. **Early Returns:** We understand your plans can change and we are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify Lazy Day Pet Services of an early return and Lazy Day Pet Services makes a trip and finds you home, the regular per visit charge applies.
6. **Inclement Weather:** Primarily for severe storms, hurricanes, snow/ice conditions etc. You will entrust Lazy Day Pet Services to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. Lazy Day Pet Services will make every attempt to carry out your instructions to the best of their ability. Dogs will be walked in most weather conditions. However, they will not be walked during severe storms as their safety is our first concern.

In winter months, please make sure walkways are clear of snow and are sanded so that Lazy Day Pet Services can safely get to your pets. If you will be away, the client is responsible for making arrangements for plowing, snow removal and sand as needed. Visits may not be made in snow covered driveways or walkways because of safety concerns.

If we are physically unable to drive to your home due to dangerous driving conditions, Lazy Day Pet Services will activate the plan below:

Inclement Weather Plan:

- 1) Every effort will be made to drive to your home;
- 2) The service schedule may be changed, interrupted, or altered;
- 3) If it is not possible to drive safely to your home, your emergency contact will be notified to request their assistance to check on your pet(s).
- 4) You will be notified that the above-mentioned contingency plan has been activated.

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7. **Emergency Contact:** Lazy Day Pet Services 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). 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 Lazy Day Pet Services, customer realizes that Lazy Day Pet Services will provide service but not until conditions allow us to reach your home safely.**

Name of Emergency Contact: _____

Address: _____

Phone: _____

8. **Medications/Vaccinations:** Lazy Day Pet Services 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** Lazy Day Pet Services service any pet that has any form of contagious illness. This is for the safety of other customers. Lazy Day Pet Services requires that all pets have the necessary vaccinations and immunizations before service begins. If Lazy Day Pet Services 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.
9. **Access to your Home by Others:** If customer allows any other person(s) access to their home during Lazy Day Pet Services contract period, Lazy Day Pet Services cannot be held liable for any damages to property or pets as a result. Please notify Lazy Day Pet Services if someone will be in your home. Please also notify the person(s) in your home that Lazy Day Pet Services is coming so that your visitor, as well, is not surprised by our entrance.
10. **Fences:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety** Lazy Day Pet Services 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.
11. **Pet and house clean-up:** Lazy Day Pet Services will properly dispose of pet waste and do our best to clean up any accidents your pet may have. Lazy Day Pet Services 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.
12. **Leashes:** All dogs will be required to be on leash during outdoor walks.
13. **Off lead clients:** Lazy Day Pet Services is not liable for injury to, or loss of, any pets allowed, at the direction of the client, access to a doggie door, or allowed outside the client's home off lead or unattended.
- Client's initials here: _____ indicate that the client understands this clause and does request their pet(s) be allowed outside of client's home off lead, and/or to have access to a doggie door.
14. **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 Lazy Day Pet Services. We will retain a receipt and the customer will be responsible for reimbursement of these items. A \$10 trip fee will be applied.

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15. **Animal Behavior:** An animal's behavior can be unpredictable. Lazy Day Pet Services does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if the Lazy Day Pet Services 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 this Lazy Day Pet Services pet care provider or by the animals.
16. **Updates:** Please provide us with any changes regarding your pets' care and other pertinent information.
17. **Payment:**
Scheduled visits - Payment is due in full on or before 1st day of service.
Emergency visits - PROMPT payment due upon receipt of the invoice.
Late charges - A late charge of 1% of the total invoice compounded daily will be assessed if payment is not received within 7 days of completion of service.
Return Check Charges - There is a \$35 fee for any returned checks.
18. **Keys:** If you are not already doing so, consider letting Lazy Day Pet Services retain your house key. In the event of an unexpected trip, you'll be glad you did. If you choose not to have Lazy Day Pet Services retain a key, picking up and returning your keys requires two extra trips and there will be a \$10 charge per trip for time and mileage. Please check the key you provide Lazy Day Pet Services.
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I, _____, have read, understand and agree to the Provider Pet Sitting Policies and Service Agreement of Lazy Day Pet Services. All policies and guidelines are subject to change at Lazy Day Pet Services' discretion.

Client Signature

Date

Lazy Day Pet Services, LLC

Date