

Woof N Wag Pet Care: Service Policies & Contract

Woof N Wag Pet Care is referred to as “*Woof N Wag Pet Care, We, Us, Our*” and the Client is referred to as “*Client, You*”.

Clients authorize Woof N Wag to perform pet care services as outlined in the SquareUp Portal, and website, www.woofnwagpetz.com. Woof N Wag reserves the right to change these terms without prior notice. Clients are responsible for regularly reviewing this contract.

1. **MEET AND GREET (M&G):** M&G’s are required and must be completed at least 48 hours before the first service. Once Woof N Wag reviews the completed Intake Form, a complimentary M&G will be scheduled. The M&G is not a contract between Woof N Wag and the client, and does not guarantee services. During the M&G, Woof N Wag will meet the pet(s), review medical care, discuss SquareUp software, and answer questions. If the service is in the client’s home, the client ***MUST*** provide a copy of the house key/code and any alarm codes, if applicable. If the client cancels the initial M&G with less than 24 hours notice, there will be a **\$20 fee** to reschedule and it will be added onto the service invoice. If clients have guest pet(s) inside the home that are not previously listed in SU, Woof N Wag will suspend services if they are present and cancellation fees will apply. This includes, but not limited to, pet(s) owned by family, friends, neighbors, roommates, or others.

Initials: _____

2. **MEDICATIONS:** The client is responsible to provide Woof N Wag with detailed instructions in the Intake Form on how to give medications to the pet(s), refill instructions if applicable, along with an in-person demonstration during the M&G. Woof N Wag will attempt to administer medications as prescribed. However, if the pet(s) refuses to cooperate or becomes violent, Woof N Wag will not be held liable for the consequences resulting from missed medications, or incorrect instructions that may arise when caring for your pet(s). We will not guarantee to honour any verbal instructions, or instructions given outside the Intake Form.

Initials: _____

3. **HOUSE KEYS:** Clients give permission that the Woof N Wag sitter can enter the home, their property on which it sits, and other outbuildings that rest upon the land for pet-related services. Clients ***MUST*** provide at least one house key or code during the M&G. If services are recurring, we can keep the key with us at your convenience, in a secure location. If you choose not to provide a key at the M&G, a **\$10 handling fee** for each pickup and return will apply. Due to power outages, battery failures, or malfunctions, Woof N Wag requires a key to allow access to your home. Without key access, we will not be held liable or responsible for any incomplete services and the client will be charged for the full visit and any related fees.

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- 4. SECURITY SYSTEMS:** If the client is using a security system while Woof N Wag is providing services, please notify the company ahead of time. In the Intake Form, clients will provide the codes or passwords for arming and disarming the device. We recommend setting up temporary codes or passwords for our use. Woof N Wag is not responsible for any fines or other damages associated with the malfunction or unintended triggering of the security system when entering or leaving the premises. We will not allow alarm systems to be armed or disarmed from the client's phones, due to possible delay in communication resulting in scheduling changes for next clients.

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- 5. COMMUNICATION:** For all communication purposes, clients must be able to be reached either via text message or email. By default, SquareUp sends all communications to the primary mobile phone number/email. Woof N Wag requires that all communication be sent via text or email, to ensure it is documented in writing. Phone calls will be accepted for emergencies, and for general inquiries. We are unable to provide phone calls on a regular basis for updates, due to our attention being on your pet(s) during the day.

Initials: _____

- 6. AVAILABLE HOURS:** Woof N Wag guarantees a response to all inquiries within the hours of 9:00AM – 7:00PM. We can be reached at (905) 801-5660 or woofnwagpetz@gmail.com. Walks are scheduled between 9 A.M. and 5 P.M. Visits are scheduled between 9 A.M. and 7 P.M., 7 days per week, 365 days per year. Woof N Wag provides a two-hour time frame for arrival, unless pet(s) require medical care, in which a one-hour window will be applied. E.g., If scheduled for noon, we may come as early as 11 A.M. or as late as 1 P.M.

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- 7. MINIMUM VISIT REQUIREMENTS:** For vacation clients, Woof N Wag requires that dogs are visited at least twice per day. For the health and safety of your pet(s), we recommend at least three times per day for crated or older dogs. We visit cats at least once every 24-hours, unless medical care is needed. Woof N Wag is not liable for any damages that may occur due to the client requesting fewer appointments than we suggested.

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- 8. MAKING RESERVATIONS:** We offer services on a first come, first served basis. To submit service requests, including cancellations, clients must call, text, or email us. All overnight visits, for non-holidays, must be booked no less than **three (3) days** before and holidays must be booked at least **seven (7) days** in advance. If reservations are made outside of these times, there will incur a **\$20 last minute booking fee**. Please allow up to 24 hours, during office hours, for Woof N Wag to accept or deny service requests. Under no circumstances will the client assume that their visits are covered without a final invoice or confirmation email. Schedule services:
- Go to woofnwagpetz.com.
 - Click on the 'Book Online' Button
 - Select Service

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- 9. ONGOING SERVICES Daily and Recurring Clients:** Full payment is 72 hours prior to the first date/time of service. Clients cannot schedule further services until the balance has been paid. Clients must verify the accuracy of booking requests and request any changes. If any changes are made less than 48 hours before the service starts, a **last-minute booking fee of \$20** will be added on.

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- 10. CONFIRMATION OF SERVICES:** Clients **MUST** receive a final invoice, text, or confirmation email from Woof N Wag for the booking to be confirmed. If the client has not received a confirmation, then Woof N Wag has **NOT** verified the reservation. Clients will verify for correct dates and times of any requested services.

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- 11. METHODS OF PAYMENT:** All Services must be paid **in full** at least **72 hours** before the first day of service, unless you booked ongoing services – in which payment will be required on a weekly basis. If payments are not received by this time, the reservations will be canceled. Clients cannot schedule further services until the balance has been paid. Once paid, clients may resubmit their reservations and may incur a **\$20 last-minute booking fee**. Do not assume that Woof N Wag has received your request until you have received a final invoice or confirmation email. **Credit Card and Debit Card** payments are accepted through SquareUp (our invoicing system). We never keep credit card information on our servers; all data is stored by SquareUp, a fully integrated payment provider. **No checks** will be accepted. Rates are subject to change and prices are listed on our website.

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- 12. CREDIT CARD AUTHORIZATION:** The client authorizes Woof N Wag to charge the credit card on file in SquareUp for any extra services and additional fees that may arise. Clients are responsible to keep payment information updated. If the card is declined or expired, a **\$40 fee** will incur in addition to the full amount owed. If Woof N Wag does not receive payment, the client understands that we will **NOT** provide services associated with these fees. Once paid, clients may re-submit their reservations and may incur a **\$20 last-minute booking fee**. Do not assume that Woof N Wag has received your request until you have received a final invoice or confirmation email.

Initials: _____

- 13. I'M HOME POLICY:** For in- client's home services, once you arrive home, please contact us through text message or email. If Woof N Wag does not hear from you by the arrival date, visits may be extended to ensure the safety and welfare of the pets. If the client is back home when we arrive, you will be charged for the extra service.

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- 14. OVERNIGHT PET CARE:** Woof N Wag provides in-your-home overnight pet care. Our overnight pet care consists of constant care from 6:00PM – 8:00AM with 1-2 drop-in visits during the day to ensure potty breaks are met and socialization is kept. Woof N Wag **DOES NOT PROVIDE CONSTANT CARE** on a regular basis. Constant care is available if booked at least 2 months in advance and incurs an extra hourly rate of \$20/hour, additional to the overnight care fee.

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- 15. LATE RETURNS:** Extending your trip is considered a last-minute request. We understand sometimes things are out of your hands (delayed flight, etc.). Unforeseen travel interruptions, flight delays, and emergencies may require access to the property again, but only for pet-related services. If there will be delays in returning home, clients must notify Woof N Wag promptly via text message or email. We will make reasonable efforts to extend services, but no guarantees and no specific windows will be solidified. Woof N Wag will not be held liable or responsible for any incomplete services. Do not assume that Woof N Wag has received your request until you have received a final invoice, text, or confirmation email. The client will reimburse for additional visits and fees to Woof N Wag within 72 hours of the last visit.

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16. CANCELLATION POLICY: Please note that once you have booked a service with Woof N Wag, it means that we have reserved time in our schedule just for you and your pet. Reservations are made to plan the sitter's availability to clients, and we have likely turned down other clients to confirm your booked dates. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled. Clients must notify Woof N Wag as soon as possible of the need to cancel services via text or email.

Full payment is due within 48 hours of the confirmed booking.

The cancellation policy is as follows:

Overnight Pet Care/Sittings:

- More than 2 weeks notice (15+ days) - full refund, or no charge
- 7-14 days notice - 50% refund
- Less than 7 days notice - full charge applies

Drop-In Services & Walks (2+ drop-in's/walks per day)

- More than 2 weeks notice (15+ days) - full refund/no charge
- 7-14 days notice - 50% refund
- Less than 7 days notice - full charge applies

Drop-In Services & Walks (1 drop-in/walk per day)

- More than 2 weeks notice (15+ days) - full refund
- 14 days & under - 50% refund

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17. HOLIDAYS: All services during the holidays (as shown below) will be reflected by our Holiday Pricing:

New Years – December (31st to January 1st)

Valentines Day – February (14th)

Family Day Weekend – February (17th-20th)

Easter Weekend - April (Friday to Monday)

Mother's Day – May (14th)

Victoria Day Weekend – May (Friday to Monday)

Canada Day Weekend – June (31st to July 2nd)

Civic Holiday – August (5th to 7th)

Labour Day Weekend – September (Friday to Monday)

Thanksgiving Weekend – October (Friday to Monday)

Christmas Break – December (21 – January 1st)

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On the following dates, Overnight Pet Care services will be unavailable:

December 31st- January 1st

April 26th- April 28th

May 16th- May 18th

December 22nd – December 26th (certain requests only)

Initials: _____

- 18. CONTAGIOUS ILLNESSES:** Woof N Wag Pet Care strives to provide our clients with clean and safe environments. The client must notify Woof N Wag immediately of any signs of injury or illnesses before the scheduled visits. Woof N Wag reserves the right to cancel if the pet(s) have an infection or disease, such as kennel cough, parvovirus, intestinal parasites, fleas or skin diseases. Any cancellations will be charged the applicable fees.

Initials: _____

- 19. EMERGENCY CARE:** Woof N Wag works hard to prevent accidents and injuries. However, these can occur regardless of how well the pet(s) are cared for. If pet(s) need emergency care or requires transportation for medication administration, the client authorizes Woof N Wag to transport their pet(s) to the veterinarian listed in the Intake Form. Should the preferred veterinarian not be available, we will transport the pet(s) to the nearest emergency clinic. Woof N Wag is not responsible for the actions and decisions of the veterinary staff that result in injury or death. Client acknowledges that a valid Debit or Credit Card is on file at the preferred Vet office and allows Woof N Wag to charge that card for the care of their pet(s). Woof N Wag sitter's time spent at the vets will be **\$20 an hour** and the client will reimburse Woof N Wag for charges accrued within **7 days of return**.

Initials: _____

- 20. TRANSPORTATION:** The client authorizes transportation of their pet(s) to and from their home or other locations where Woof N Wag has control of the pet(s). If Woof N Wag takes pet(s) off the client's property during services such as daily walks or grooming, the client agrees to indemnify Woof N Wag for any injuries, damages or death that may result from the actions of the client's pet(s), transportation, or loose or stray animal(s). The client agrees to be liable for any damage caused directly or indirectly by or to their pet(s), including but not limited to the property, other animals, or any motor vehicle used to transport the pet(s).

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- 21. COLLARS AND LEASHES:** Clients must ensure that the pet(s) collars and harnesses fit properly. Woof N Wag is not responsible or liable for poorly fitted, worn or damaged collars and harnesses. We will not walk dogs that are unruly or untrained, that continuously pull or jerk on the leash at an unreasonable amount. Woof N Wag is not held liable for damages caused by pets pulling on the leash or other unruly behaviors. The client agrees to hold Woof N Wag harmless for any malfunction of equipment or personal property owned by the client, such as leashes, collars, electric fences, or grooming supplies.

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- 22. OUTDOOR ANIMALS AND ENCLOSURES:** Woof N Wag will not be held accountable, liable, or responsible for injury, illness, loss, or death of free-roaming pet(s) with unassisted access to the outdoors, such as doggy doors. No enclosure is completely secure, and clients are responsible for pet-proofing the home and property. Woof N Wag is not liable, or responsible for the client's pet(s) that escapes, becomes lost, injured, or dies when left unattended or given access to an outside area or insufficient enclosure. This includes, but not limited to, invisible, wood, or metal enclosures. We may refuse yard play if we believe it poses a threat to the pet(s) or sitters. E.g., Unstable fences, unsanitary conditions, stagnant water, excess animal waste, unkempt lawn or hazardous items lying around the yard.

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- 23. PLANT CARE:** Woof N Wag is not responsible for plants and lawns that are unhealthy, wilted, or dead. Woof N Wag will follow instructions outlined in the Intake Form but is not liable for the outcome results.

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- 24. PERSONAL PROPERTY:** Woof N Wag will not be held accountable, liable, or responsible for damages to the home that are beyond our control. This includes, but not limited to, water damages, fallen trees, electrical problems and acts of nature. If fencing or enclosures are damaged due to inclement weather or otherwise, Woof N Wag will make a reasonable decision regarding yard access to the pet(s). In these situations, we will attempt to contact you before making a subjective decision on dealing with the damages. Clients are liable for any maintenance, repairs and related fees.

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25. INCLEMENT WEATHER:

- a. **HEAT WARNING:** During heat warnings or temperatures exceeding 28 degrees, Woof N Wag may shorten or cancel walks, and the remaining time will be spent playing inside, switched to a drop-in visit (at same cost).
- b. **THUNDERSTORMS/HEAVY RAIN:** Clients may cancel walks via text or email at least two hours before services to avoid a cancellation fee. You may also keep the visits, but we will shorten the walks and potty breaks and the rest of the time will be spent playing inside. Please provide towels that we may use to wipe off the pet(s). We will attempt to clean the pet(s). Woof N Wag is not responsible for any messes or damages that are caused due to dirty pet(s).
- c. **SNOW AND ICE:** In snow or icy conditions, dog walks and drop-ins may be canceled (by client or provider) via text or email at least two hours before services to avoid a cancellation fee. Clients must arrange for snow removal that could impede our safely accessing your driveway and sidewalks. Woof N Wag shall have no liability for not removing snow or for the removal of any debris from the residences of the client. If Woof N Wag is unable to access the pet(s) or property due to improper maintenance, Woof N Wag is not responsible for missed visits or any damages that may occur. This is a cancellation and the applicable fees will be charged. **NOTE:** If pet(s) miss a medication dose or receive it at a later time because of impassable roads, Woof N Wag will not be held accountable.

Initials: _____

- 26. EMERGENCY CONTACT:** Please have one to two emergency contacts in the Intake Form that we may contact if we get inclement weather, or natural disaster. Anyone designated to be an emergency contact must be reachable during times the client has services. They must also have a key and can enter the client's home to care for the pet(s) and property. Woof N Wag reserves the right to relinquish responsibility to the client's designated persons until we consider it safe for services to be resumed. The client agrees to indemnify Woof N Wag for any injury, damage, including attorney fees and court costs for any negligence, or intentional acts done by or to your emergency contact or other individuals. E.g., If a person slips and falls because of checking on your pet(s), Woof N Wag is not responsible for their injury. Please keep emergency contact information current.

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- 27. JOB SHARING:** Due to insurance, Woof N Wag will not share responsibility for pet care services with any other party, including but not limited to, family, friends, neighbors or other companies (unless special circumstances arise). If the client allows other individuals to access the property while Woof N Wag services are being performed, Woof N Wag assumes no liability for any damages or losses to your home or pet(s) during our services. Please notify us if anybody will be at your home and let that person know that we are providing pet care services.

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- 28. BACKUP SITTERS:** If the primary sitter has a personal emergency or is unavailable, the client authorizes Woof N Wag to arrange another qualified backup sitter to provide services. Woof N Wag reserves the right to change pet sitters without notice.

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- 29. SUPPLIES AND CLEAN UP:** Clients will provide adequate supplies and equipment for Woof N Wag to use during services, such as cleaning supplies, cat litter, food and medicine. Woof N Wag provides poop bags. Clients will reimburse Woof N Wag for any supplies that are purchased and travel fee(s) within three (3) days of return. Woof N Wag is not responsible for any stains or odor after cleaning attempts. We will strive to leave your home in the same condition as found, but no guarantees due to the unpredictable nature of pet(s).

Initials: _____

- 30. INJURY TO OR BY CLIENT PET(S):** Woof N Wag will refuse or halt services if pet(s) have aggressive tendencies due to temperament or injuries that may result in pet(s) causing harm to themselves or others. We will take reasonable steps to ensure that your pet(s) are not placed in the company of aggressive animals and quickly remove pet(s) from the situation. We do not allow your pet(s) to have close contact with other pets while on walks. Woof N Wag will not be held liable for any pet(s) that instigates fights with other animals or is injured by other animals while in our care. Clients are responsible for all medical expenses and damages that may arise. The client must reimburse Woof N Wag for all medical care, legal fees, and court costs within **30 days** of the incident.

Initials: _____

- 31. PICTURES AND ADVERTISING:** During our visits, clients agree that Woof N Wag can take pictures or videos and submit them to you via text/email or post them on social media for our viewers. You grant permission to Woof N Wag to use for any lawful purpose the name, image, likeness and performances of your pet. The photos taken become the property of Woof N Wag and will not contain any confidential information. Clients grant Woof N Wag an irrevocable, perpetual, non-exclusive worldwide license to use, copy, publicly display, produce, transmit, broadcast, in connection with the photos of your pet.

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- 32. CAMERAS AND AUDIO EQUIPMENT:** For personal use only, clients may use surveillance cameras, webcams, and audio recording devices. While they do not pose a problem, and if anything, add a layer of safety and surveillance to your pet(s) when we are not present, the client **MUST** disclose the location of the cameras. While Woof N Wag is inside the home and on the property, the client will not have these devices installed in or directed towards any bathrooms, bedrooms, or other private area that the sitters may use. Any footage or sound shall not be published, distributed or used for private or public purposes by the client at any time, such as, but not limited to, social media, smartphones, communication devices, 8 mm film, still photography, and combinations of media types. E.g., Copper cable including unshielded twisted-pair (UTP), shielded twisted-pair (STP), and coaxial cable, or any wireless media, including radio frequencies, microwave, satellite, and infrared. If Woof N Wag finds that the client has infringed this clause, the client will lose any money paid to Woof N Wag and we shall withdraw immediately from the premises and leave the pet(s) inside the client's dwelling. This is a cancellation of services and corresponding fees will apply. The client agrees that it shall not have any recourse for the health of the pet(s) or any damage to the dwelling as a result of Woof N Wag leaving the house if the client has violated this important clause.

Initials: _____

- 33. PRIVACY:** Woof N Wag collects information from you to provide quality, personalized pet, and home care services. We do not sell, lease or distribute your personal information to companies, organizations, or individuals outside Woof N Wag except as required by law. Woof N Wag collects personally identifiable information from each client such as names, email and mailing addresses, telephone number(s). We may also collect payment card information when you provide it directly to us while using our services and where we believe it is reasonably required for business purposes. Sometimes, we create personal information about you, such as records of your interactions with us, and details of your accounts. Woof N Wag shall not knowingly share any client's personally identifiable information with any person or organization, except for the reasons stated above. We take reasonable steps to ensure that the personal information we process is limited to what we require in connection with providing services. The client will always respect the privacy of Woof N Wag and the sitters. Clients promise not to use or share any confidential information regarding Woof N Wag and its property without written permission from Woof N Wag, both during and after this contract term. Confidential information is defined as information that Woof N Wag has not made public.

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- 34. THIRD PARTY SERVICES, LINKS:** The client agrees that Woof N Wag is not responsible or liable for the availability or accuracy of such websites or resources, or the content, products, or services on or available from such websites or resources. Links to such websites or resources do not imply any endorsement of such websites or resources, or the content, products, or services available from such websites or resources. You acknowledge sole responsibility for and assume all risks arising from your use of any such websites or resources.

Initials: _____

- 35. TERMINATION:** This contract can be terminated at any time by either party without cause. “*Without cause*” means terminated from a job, not that they did anything wrong, but because the client decided that they no longer want Woof N Wag services, or Woof N Wag has stopped providing services to the client. If the client terminates this contract, they must notify Woof N Wag through email (woofnwagpetz@gmail.com) with an exact date of when services shall be terminated, otherwise, the client has not terminated the services of Woof N Wag. The client will continue to be liable for any fees and charges incurred for services from Woof N Wag before Woof N Wag receives notice from the client through the email. If Woof N Wag ends this contract, Woof N Wag will contact the client through email to give notice of the exact date where services will cease. Woof N Wag also reserves the right to immediately cease services. Woof N Wag will make a reasonable effort to provide service for a pet while the client is out of town or away from home, but cannot guarantee continued services, if the client has violated any terms of this contract, or the pet's behavior creates an emergency.

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Client Consent:

Printed Name: _____

Signature: _____

Date: _____