



HAPPY DOGS CONTRACT FOR PET SERVICES

Commitment To You: Happy Dogs agrees to provide pet care services to **Client** in a reliable, trustworthy and caring manner. We aim to meet the highest standards of care in the course of operating as a pet care company and promise to use all reasonable endeavours in providing a home from home boarding for your dog/s, based on the information provided by you in the Booking Form.

Pet Care: **Client** authorizes Happy Dogs to perform pet care services to **Client's Pet**. This Agreement serves as a master agreement by and among the parties which is hereby deemed ongoing unless specifically cancelled.

Material Disclosure About Pet

Client undertakes to make full and complete disclosure in the Booking Form all relevant information to Happy Dogs in connection with the health of **Client's Pet**, any known or potential risks regarding **Client's Pet** or **Client's** residence or the environment where Happy Dogs will provide services to **Client's Pet** and whether **Client's Pet** suffers from a behavioural disorder or characteristic which might render your dog unsuitable for home boarding including, but not limited to, health problems, antisocial behaviour including aggression, separation anxiety, unspayed bitches in season, tendency to run away or escape on walks or in the home, incontinence/lack of housetraining, destructive behaviour inside or outside the home, or excessive loud barking/whining etc.

If **Client's Pet** has a history of biting or any other aggressive behaviour, Happy Dogs reserves the right to refuse service. Happy Dogs will not be liable for the medical care expenses and damages incurred by anyone who is in contact with **Client's Pet**. Animal bites or any aggressive behaviour by **Client's Pet** will be duly compensated by **Client** alone. Failure on your part to disclose in the Booking Form any matter which in our view might render your dog unsuitable for home boarding will be deemed a material omission amounting to a fundamental breach of this agreement, entitling us to terminate the agreement forthwith.

Emergency Contact

If **Client's Pet** becomes ill while under Happy Dogs care, **Client** authorises us to use our best judgment to determine whether **Client's Pet** needs to be transported to **Client's** veterinarian (or one that is first available). We reserve the right to make decisions regarding your pet provided we are at all times acting in the best interests of your pet and on the advice of a veterinary surgeon. Happy Dogs will make a reasonable effort to contact **Client** in case of an emergency and utilise **Client's** preferred vet. **Client** hereby releases Happy Dogs from any and all liabilities associated with transportation or treatment of **Client's Pet**, any and all claims by third parties or any other related expenses.

Veterinary Fees: You agree that we may take your dog to a veterinary surgeon if we suspect he or she is not well and you agree to accept full responsibility for payment of any veterinary fees incurred.

Requirements For Delivery

You agree to at the commencement of the board to supply your dog's food (including treats, if appropriate) sufficient for the duration of the board in addition to food/water bowls, favourite toys, bedding and exercise leads. If insufficient food is supplied, you agree to refund us for the costs incurred in purchasing additional food.

Condition of Dog on Delivery: You undertake to deliver your dog to us in a clean, groomed condition and up to date with vaccinations, worming and deflea treatments.

Authorisation to Enter Client's Home

Client hereby authorises and directs Happy Dogs to enter **Client's** home during scheduled visit times or day(s) for pet care services, as arranged. **Future Services:** **Client** approves future services by Happy Dogs and permits Happy Dogs to accept telephone reservations from client and enter premises as arranged without additional signed contracts or subsequent written authorisation(s).

Payment

Walks: Payment is to be made on a weekly basis.

Dog Sits: A 50% Payment is to be made in advance this confirms your booking and 50% on completion of service.

We will accept Cash and Cheques made out to Happy Dogs.

For booking reservations/confirmations please contact us.

Cancellations & Refunds

We adhere to a strict policy of NO OVERBOOKING. Therefore, once you have contracted services, we will turn away business in order to accommodate your schedule.

Walks: There is no cancellation fee, except if cancelled on the day of the scheduled walk or Happy Dogs calls to your residence at the scheduled time and your dog is not there - the full charge will apply.

Dog Sits: For Dog Sit cancellations made less than 48hrs in advance, the full charge will apply. A 14 day notice is required for long weekends or holiday periods like June - August, Christmas and Easter etc.

In order to receive a full service credit or refund, **Clients** must adhere to these cancellation times. Refunds can be applied towards future pet care services or a full credit will be returned to **Client**.

Note: If you are a regular client we will be as understanding and accommodating as possible with regards to these terms.

Entire Agreement

These terms of use together with the Booking Form will constitute the entire agreement between you and us to the exclusion of any other terms whatsoever, including any terms or conditions you purport apply under any other written or oral communication with us. At our discretion, we may agree to a waiver or variation of these terms **provided that** it is agreed in advance and is in writing and signed by us.

Reasonableness

You agree that these terms of use are fair and reasonable in enabling us (a) to perform our obligations under this agreement to the best of our ability and (b) to protect our legitimate business interests.

This agreement by and between Happy Dogs, and _____ ("**Client**") for pet care services to _____ (Name of Pet) beginning on _____, and thereafter on an as needed basis is hereby acknowledged by the parties.

Client Signature _____ **Date :** _____

HAPPY DOGS _____ **Date:** _____