



## PAWZ UNLEASHED SERVICE AGREEMENT

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**1. Overview.** Client identified below, enters into the agreement with Pawz Unleashed, its employees or assigns, the contents of the agreement apply to the initial period of time during which services will be rendered, hereinafter referred to as “Service Period,” as well as to any subsequent Service Period’s in the future. Details of the services to be provided are expressed separately – in writing, orally or both – and may be changed from time to time upon Client’s notification and Pawz Unleashed’s subsequent acknowledgement and agreement. Cost of services are based upon Pawz Unleashed’s rates and fees, which are subject to change without notice.

**2. Online Registration and Profile.** Pawz Unleashed uses a safe and encrypted online system to store Clients information. It is the Clients responsibility to ensure that the system is always up to date and the walkers/sitters will be using the information provided in the system as the ultimate instruction for the home and pet care.

**3. Permission to Access.** Pawz Unleashed has permission to enter the premises as specified as “Street Address” and “City” in the Client Profile, in order to provide dog walking and pet-sitting during the service period. Pawz Unleashed may allow a “dog walker/pet-sitter in training” to accompany designated walker/sitter on a visit and will supervise at all times.

#### **4. Requirements.**

- To participate in the Off-Leash Group Adventure Walk, dogs are required to have reliable recall skills. It’s important to note that without reliable recall, there is a risk of your dog running off and potentially getting lost.
- Dogs considered aggressive are not permitted to walk or board with Pawz Unleashed.
- Dogs must be in good general health while in the care of Pawz Unleashed (no diarrhea, vomiting, contagious disease, debilitating injuries, etc)
- Clients must commit to a consistent schedule of at least one walk per week. Pawz Unleashed does not allow drop-in’s. Constant new energies and personalities disturbs the group cohesion. Consistent contact creates routine and comfortability with fellow pack-mates.
- Clients must provide Pawz Unleashed with necessary access to your home such as a suite key, security codes or FOB.
- Dogs are required to wear a harness on all Dog Walks for safe control of the dogs during their walk. Please inform us in the case that a harness may not be suitable for your pup.
- Pawz Unleashed recommends that all vaccinations - Distemper combination, Rabies and Bordetella be up to date and remain so while in the care of Pawz Unleashed.
- Dogs must be 100% house trained for in our-home care and must exhibit positive social behaviours with other dogs and people. Please notify us if your dog is not house trained (i.e defecates in the house and/or destroys household items).
- Dogs must be spayed and/or neutered - unless otherwise agreed upon. Pawz Unleashed acknowledges that some pet’s are advised to be spay/neutered after 1 years of age – they are welcome to join the pack until then if being intact does not cause excessive disturbance to pack.
- Client acknowledges that The City of Vancouver requires that all dogs be licensed according to City by-laws. Client understands and accepts full responsibility for non-compliance with these by-laws when leaving (an) UNLICENSED Pet(s) in the care of Pawz Unleashed, including any and all fines, and/or apprehension of the Pet(s) by Animal Control Officers.

**5. Loss of Animal(s).** Pawz Unleashed requires Clients to maintain legible and accurate identification on Pet(s) and have a valid City License attached to their collar/harness, at all times.

**6. Fleas.** Pawz Unleashed takes reasonable precautions to avoid parasites from being spread within the premises and/or other Pets. As such, it is recommended every dog be on a regular monthly preventative treatment program, while in the care of Pawz Unleashed. Client understands that if this agreement is not honoured, that all costs in connection with the spread of a parasite, shall be the Clients responsibility. If Pawz Unleashed finds fleas at any point during scheduled care, the Office will contact you to make alternate arrangements.

**7. Contagious Disease.** If a Pet exhibits symptoms of kennel cough, the canine flu or any other highly-contagious disease, including but not limited to prolonged diarrhea, please contact your vet immediately and cancel your pet-sitting or daily dog walking service. It will be necessary for anyone whose Pet is infected with a contagious virus or disease to produce a note from their vet showing a clean bill of health before we can safely resume service.

**8. Pet Behaviour.** Animal behaviour can be unpredictable. If the dog walker/pet-sitter/third party/or animal is bitten or exposed to any contagious disease from the Client's Pet(s), the Client accepts full responsibility for the cost of any necessary medical expenses. Pawz Unleashed does not accept responsibility or liability for animal behaviour which results in self-inflicted injury, injury to other animals, injury to a third party or damage to the Client's property. For the safety of other Pets and the general public, Pawz Unleashed cannot take dogs into group settings, who show signs of aggressive tendencies. Client confirms their dog is in good health and has not harmed, shown aggression or threatening behaviour toward any person or any other dog.

**9. Keys/Home Access.** Access to your home is mandatory. All employees of Pawz Unleashed are insured and bonded. Pawz Unleashed requires one (1) access fob and one (1) house key to keep on file before service commences. All Client keys are kept secure. Buzzing Pawz Unleashed into your building via an intercom is not an option as it has the potential to interfere with the walkers scheduled pick-ups and drop-offs when Clients are unable to answer their phone and their dogs can not be retrieved or returned home in a timely manner.

**10. Confirmation of Service Periods.** Regardless of whether Client has reserved a Service Period(s) with Pawz Unleashed, it is incumbent on Client to receive an email saying Confirmed from the system in order for the booking to be confirmed. If the Client does not receive such email, we do not have your booking in the system. Please review your confirmation carefully (dates, number of walks/visits, departure and return times for travel reservations) and advise if any changes are needed.

**11. Scheduling.** Pawz Unleashed is a “reservation service” and requests are filled on a first-come, first-serve basis. While we will make every effort to meet last-minute needs, advance scheduling is strongly recommended to ensure coverage of your dog walking and pet-sitting needs. Please contact us for all scheduling, cancellations or extensions of care. Whenever possible, **we ask that all requests and cancellations are made within the Time to Pet app via the self serve options or by sending us a message inside the app. You may also send us an email. Please avoid sending us a request via SMS or Whatsapp.** This allows us to check communication for accuracy and update Client billing correctly. All visits and cancellations must be confirmed directly with us.

**12. Cancellations.** Pawz Unleashed carefully plans out the schedules and does it's best to meet the specific needs of as many Clients as possible. We understand that even the best made plans of our Clients can change and unforeseen circumstances can arise. Please keep in mind we may have turned away other Clients in need of service resulting in a loss of income.

**Daily Dog Walking:** In the event you need to change or cancel a dog walk, we utilize a cancellation policy with a minimum of 48 hour notice to cancel a walk to make certain all our Clients receive first rate service. This allows us time to adjust our schedule and offer the time slot to another pooch. A full charge applies for cancellations made within 24 hour notice. This means if you want to cancel a Wednesday walk, notification needs to be given by Monday. If cancelled on Tuesday, you will be charged. Please be aware that even when a client requests to cancel a walk with less than 24 hours notice, though the walk will be removed from the calendar, the client will still be charged on the invoice at the end of the month. Please note, a walk cannot be switched to an alternate day to avoid a cancellation charge within the 24 hour period, you will be charged.

Also, in the event we show up for a scheduled walk and your dog(s) is not at home or unable to join their scheduled walk, a full charge applies.

**Pet-Sitting/Boarding:** All Pet-Sitting/Boarding is subject to a 50% non refundable deposit upon booking. In the event of an early return from a trip, no refunds are given as we have reserved that time for your Pet. When Pet-Sitting, please email us when you have returned home safely and your Pets are back in your care. We look forward to hearing your feedback.

**13. Payment Terms and Late Fees.** Monthly invoices are issued on the last day of each Month. Balances are due in full upon receipt of invoice. An 8% late fee is charged on unpaid invoices that are 14 days past due date and an additional 12% late fee will apply after 21 days past due. On-going walks may be subject to cancellation of services.

Further violations will result in Client agreeing to pre-pay for all services in advance moving forward. Pawz Unleashed accepts payments made via the Dog Walking app along with Interac E-Transfers to:

[info@pawzunleashed.ca](mailto:info@pawzunleashed.ca)

Exact change is required for cash payments.

**14. Holiday Fee's.** The following *Long Weekends* will have a Daily Holiday Surcharge for a three day long weekend: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, & Remembrance Day, Christmas Day. Winter Holiday Surcharge Pricing also takes effect daily from Dec 15 to Jan 15<sup>th</sup>. Rates are posted online.

**15. Dog Boarding/Pet-Sitting.** Boarding bookings are reserved on a first-come, first-serve basis and require a 50% deposit in order to secure your dog's space with us. The remaining balance is due upon departure of your trip. Reservations made within (1) one week of departure date and/or during peak season(s), require payment in full to secure your dog's space. Due to the fact we are an exclusive service, caring for 1-2 dog(s) at any given time, reservations are only held with a deposit and booking confirmation from the office. In the event of an early return from a trip, no refunds are given as we have reserved that time for your Pet.

Dogs must be 100% house trained for in our-home care and must exhibit positive social behaviours with other dogs and people. Please notify us if your dog is not house trained (i.e defecates in the house and/or destroys household items).

**Rates applies as follows:**

- Services are billed on a per day/night basis, with no additional charge for pick-ups by 10am on the last day of service.
- After 10 am, the posted hourly rate will be charged until time of pick up. The hourly rate will not exceed the overnight charge.
- A 'Daycare' rate charge will also be charged hourly until overnight charge after 4 hours.
- Elderly/Puppy/Extra Clean-up/Bathing charges may apply

**Drop-off and pick-up times:**

- Pet-sitting date and times are to be provided at the initial booking stage.

- Morning pet-sitting drop-off begins at 9am.
- If you need to drop off your pup earlier than 9 am, then will need to book your pet-sitting for the day before. Shuttle pick-ups are available for an additional fee as an alternative to booking an extra night, provided that we have access to your home.

We reserve the dates you give us exclusively for your dog, so it's important the information is provided and accurate upon booking as you will be charged even if you arrive home early.

Please ensure your dog has pee'd and poo'd before their arrival. Additional charges can apply for elderly dogs with additional needs, young puppies who need extra attention and for incontinent dogs or excessive dog clean-up or bathing requirements.

**16. Schedule Service Times.** We will make every effort to pick-up or visit during the requested time frame(s). If an unforeseen situation arises, times may be adjusted. We require a (2) two-hour window of time for all scheduled visits.

**17. Inclement Weather.** Pawz Unleashed walks rain or shine. However, please note that we operate on a safety-first basis during inclement weather. We will take the pups out but if the weather gets too hot or too cold or the pups are in danger due to the weather conditions, we may return to the vehicle until weather conditions improve or shorten the walk. Service will continue as usual, unless otherwise notified by Pawz Unleashed or the Client in advance. There are situations where icy weather makes for dangerous driving conditions. Pawz Unleashed will follow the recommendations of DriveBC concerning road safety instructions and you will be notified of any cancellation by 9am. Please note that cancelled walks are rare and will not be charged to the Client.

**18. Outerwear.** Dogs require a harness and collar with Identification and a City License to be provided for all Dog Walking and Pet-sitting/Boarding services. We kindly ask that you ensure your dog's collar and harness are properly affixed to your pup and they cannot readily be pulled off over your dogs head. Rain jackets and other protective gear are recommended to protect against weather conditions.

**19. Injuries While on the Walk.** If your dog gets injured on a walk and needs to see a veterinarian, we will attempt to contact you first, and then your emergency contact. If we cannot reach you, we will take your dog to a local veterinarian. We may authorize treatment on your behalf up to the amount you indicate on your Veterinary release form. We strongly recommend you carry emergency health insurance for your dog.

**20. Veterinarian Care.** In the event that veterinary care is necessary and the Client is unreachable, the Client authorizes Pawz Unleashed to transport your dog(s) to and from your authorized Veterinarian or an Emergency Veterinary clinic to seek care and/or treatment. The Client authorizes Pawz Unleashed to make any and all decisions with regard to treatment for your dog. The Client understands and agrees that all costs in connection with veterinary, medical or other treatment, shall be the Clients responsibility regardless of whether or not the medical treatment decision is one that the Client would have made themselves or not. The Client understands Pawz Unleashed cannot be held responsible for the results of the Veterinary treatment, or the loss of your Pet and the Client will assume full responsibility for all payments and/or reimbursement relating to the care of your dog upon return, for Veterinary services rendered on your behalf.

**21. Personal Injury.** Client assumes responsibility for injuries and disabilities sustained by Pawz Unleashed caused by Clients' Pets and/or home, including, but not limited to, bites, scratches, mauls, hazards, etc. Pawz Unleashed generally does not provide service for aggressive animals. If a Client misrepresents an animal's history of aggression, the Client places Pawz Unleashed at substantial risk and may be liable for significant punitive damages. If any of a Client's Pets exhibit signs or acts of aggression after the Client enters this agreement, the Client is obligated to notify Pawz Unleashed of the incident(s) at once if a service period is pending, or (b) upon requesting future service.

22. **Access to your Home by Others.** We all want our Pets to have the love and attention they deserve, however for our safety, please inform Pawz Unleashed if other people will be entering your home. Pawz Unleashed is not liable for the acts of third parties, whether known or unknown. This includes but is not limited to; friends, neighbours, relatives or other service persons who enter your residence for any purpose. Please inform us of anyone who may have access to your home while you are away. Also notify the person(s) in your home of our visitations so they are not alarmed by our entrance. **Please note, our liability insurance and honesty bond will become null and void when others are present in your home.**

23. **Media.** Client agrees to have pictures and videos taken of their Pets if Pawz Unleashed wants to use them for marketing purposes. The media will only be of the Pets and no breach of security will be at risk. If you wish to have your Pet excluded, please let us know before service begins.

24. **Credentials.** Pawz Unleashed is fully Licensed, Bonded and Insured. We are also trained in Pet First-Aid by "Walks 'N' Wags" Canada's longest standing Pet First-aid program.

25. **Referral Rewards Program:** We always appreciate your support in growing our business. To give back our thanks, for every new customer referred to us who purchases a minimum of one walk a week for at least one month, you will receive a Bonus Free Walk!

**Consent & Waiver:**

I/We, the undersigned Owner(s), hereby release, waive and discharge the Owners of Pawz Unleashed from any and all liability for loss or damage or any claim, suits, actions for damages related to any injury, death, loss damage, infestation, illness or disease of any nature or kind, occurring to my/our dog, while in the care of Pawz Unleashed, except those arising from gross negligence on the part of Pawz Unleashed. I/We further understand that due to the way dogs interact with one another, minor cuts, scratches, sprains and accidents can occur even though the dogs are carefully supervised at all times. I/We hereby assume all risks associated with placing my dog(s) at Pawz Unleashed, including but not limited to activities such as: walking, running, jumping, field trips, park play, general play with other dogs indoors and/or outdoors and encounters with wildlife.

**Our Privacy Policy:**

All information will be kept private and confidential. Pawz Unleashed highly respects their Clients entrusting us with the care of their home and their Pets.

This agreement is valid starting on the date this Service Agreement is signed and whenever Pawz Unleashed cares for my/our dog(s). Pawz Unleashed reserves the right to terminate this contract at any time before or during its term, if any of the said agreements and/or requirements have not been met - or if we feel a Pet is not a good fit.

**I have READ, UNDERSTOOD and ACCEPT to all Terms and Conditions specified above.**

Client Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_  
Client Printed Name(s): \_\_\_\_\_