



## SPECIFIC CLAUSE ACKNOWLEDGEMENT AGREEMENT

This separate agreement clause aims to draw attention to a few crucial clauses in the service agreements, which are often overlooked due to the agreement's extensive length.

Please acknowledge the following:

### 1. Requirements.

- Clients must commit to a consistent schedule of at least one walk per week.
- Clients must provide Pawz Unleashed with necessary access to your home such as a suite key 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 be unsuitable for your pup.

### 2. Cancellations.

**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.

**3. 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.

**4. Pet-Sitting Holiday Fee's.** The following *Long Weekends* will have a Daily Holiday Surcharge for a three day long weekend: Family Day, Easter, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, & Remembrance Day.

Winter Holiday Surcharge Pricing also takes effect daily from Dec 15 to Jan 15<sup>th</sup>. Rates are posted online.

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

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

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