



# HARLOW & FRIENDS

## POLICIES AND PROCEDURES FOR ALL SERVICES

**Reservations:** Please plan ahead to obtain services on the dates you desire. A free in-home consultation is required prior to reservations for all new clients. While I can tentatively pencil in your dates, I must meet you and your pets and assess your needs before I make a commitment to providing your pets' care. During this initial meeting paperwork regarding care can/will be, sent via email or you can download from website.

**Keys:** I require 1 working keys at the time of consultation and contract agreement (for walks, drop in's and in your home boarding). All keys are fit with the client and animals name. There can be a hidden key or door code on the property on a case by case basis. If services are discontinued, I will personally return both keys to you with no charge.

**Reservation Confirmation:** Your voicemail, text or email requests require a reply from me to consider your reservation as confirmed. This ensures that I won't miss your message and your pets will receive their required care, fun and time out and about. At this time, if the spot you would like reserved is more than 2 months out- I require a small fee of \$50 to hold your spot (goes toward the total price for services.)

**\*Holidays:** Holiday Charges: 4th of July, New Year's Eve, New Year's Day, Thanksgiving, Christmas Eve and Christmas Day have an additional \$15 fee added to the base price of your service(s) requested.

**Extended Absence:** In the event you have to be away longer than planned, it is mandatory that I hear from you! I will only accept extensions of service by direct confirmation, please. Your pet's well-being depends on our communication. :)

**Cancellations** –24 hour notice IS REQUIRED. Any cancellations made after 5pm before the day of service is non-refundable. Please leave a voicemail, text or email me prior to the day you would like to cancel service(s). Services cannot be cancelled on a monthly plan until the month has run out. If you cancel within 48 hours of your scheduled walk or run, you will get a credit that will expire within 60 days. A fee of \$30 will apply to all returned checks. Clients are responsible for all costs of collection.

**\*Pick Up & Drop Off Changes-** You and I will agree upon times for pick up and drop off for in my home services. . No unscheduled changes in our times communicated and noted on 'Boarding Contract'. Changes in our agreed upon times and dates that are not an extreme circumstance will have a \$50 fee.

**\*Payment** – Fees are earned upon acceptance of Harlow & Friends services. Fee's for all services are due on the first of the month or at time of drop off. If travel is over 2 weeks, we can discuss half payment up front, half payment at the end of services.

Accepted methods of payment are cash, check, visa, apple pay, venmo, mastercard and PayPal. Clients are to pay fees for each week on or by the Friday after services are complete and made out to Heather Crowe. Upon reservation of service an invoice will be sent to the clients for the appointments that they have scheduled.

**Unplanned fees:** Client will reimburse Heather Crowe, owner of Harlow & Friends, for restocking of depleted supplies – it is the owner's responsibility to provide more than adequate amounts of food, litter, treats, medications, flea products and other items needed for complete care of their pets.

**Returned checks & Past Due Accounts:** Client agrees to pay a \$30 fee for each check returned by the client's bank regardless of the reason. Any fees more than 30 days past due will be sent for collections. Client is responsible for all costs of collection.

**Last minute requests/Emergencies:** Everyone has them! Feel free to call if an unexpected need arises; I will make every attempt to accommodate your needs for service on short notice depending on my availability. Harlow & Friends will do it's best to accommodate your last minute requests. There will **NOT** be an extra fee as I understand things come up and I want to be there to assist you. I will carry a copy of YOUR emergency contact form with my daily log (your name + contact's name and phone number) in the event I have an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pet's care continues uninterrupted.

**Inclement Weather:** In the event of inclement weather, I will post on the Harlow & Friends website and/or Facebook Page if there are services being provided during the times of snow and severe weather storms. I will also contact you to let you know if I can safely make the trip the services will be shortened due to the extra length in time it takes to get to your location. I will strive to get the most of out the service provided to you and your pet(s).

**Unsecured pets:** Harlow & Friends will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence. It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes trash, thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

**Same Day Services** (ALL Packages): All walking, pet sitting, dog park and beach trips carry a charge of \$12 in addition to base charge. I will do my best to accommodate your needs and those of Harlow & Friends existing customers with scheduled appointments. Harlow & Friends LLC reserves the right to deny service or terminate service because of safety concerns, financial issues, or inappropriate or uncomfortable circumstances.

### **Waiver, Assumption of Risk and Agreement to Hold Harmless For All Services**

I understand that these dog parks and/or walks can involve my dog(s) potentially running at-large and interaction with other dogs that are running at large. Due to this, my dog(s) may run off, outside the control of Harlow & Friends LLC, may cause injury to other animals or people, may be injured by other animals, people or unsafe terrain. I understand that this may happen even when handled with the greatest amount of care. I hereby waive and release Harlow & Friends LLC, its owner's, independent contractors and agents from any injury or damage occurring during these field trips and walks resulting from the action of my dog(s), other dog(s), other people or the environment. I expressly assume the risk of any such damage or injury while my dog(s) are under the care of Heather Crowe (owner) and Harlow & Friends, LLC on these trips/walks. Harlow & Friends accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Harlow & Friends, LLC agrees to provide dog walking services to clients in a reliable, trustworthy, and caring manner. With your consent, Harlow & Friends, LLC reserves the right to walk other dogs at the same time, but the total number of dogs walked or taken to a dog park and/or coast trip with one person (Owner) at one time will not exceed five. Harlow and Friends will not be liable for the injury, disappearance, death, or fines of any pet(s) with unsupervised access throughout the owner's home and access to outdoors.

*I/we have read and agree to the above Policies & Procedures as well as the Waiver of Assumption of Risk and intend to be jointly and severally legally bound thereby.*

Client Signature & Date: \_\_\_\_\_

