

## Hot Diggity Dog Walkin' (HDDW)

hotdiggitydogwalkin.com | carlson.lisa@sbcglobal.net

Owner/Operator: Lisa Carlson

(512) 428-6117 | 5604 Southwest Parkway, Unit 3613 | Austin, Texas 78735

### ~~~~~Policy and Procedures~~~~~

The client hereto agrees as follows to the policies of Hot Diggity Dog Walkin':

Hot Diggity Dog Walkin' (hereinafter referred to as "HDDW") and its employees agree to provide services stated in this agreement with integrity, honesty and reliability. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against HDDW or its employees, unless arising from negligence on part of HDDW.

HDDW or its employees shall not be held responsible for the loss, injury, death, or any action of any pet that the client or has instructed HDDW to allow outside while our employee is not their. This includes but is not limited to pets with dog doors or outdoor pets.

The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on all rabies vaccinations (proof of vaccinations is required by HDDW).

The client understands that all pets must have a collar with a rabies vaccination tag, and an ID tag (if dog has a "chip" or tattoo for identification, then ID tag requirements will be waived).

HDDW does not promote off lease walking, group walking or approaching other animals while your pet is in our care. This is for the safety of your pet and our walker. HDDW also adheres to all local laws and city ordinances.

Group walking (after an evaluation period of no less than 60 days) may be considered based on the size and temperament of both dogs.

HDDW does not diagnose, or make medical decisions. In the event of an emergency, your veterinarian will be contacted or your pet will be transported to the closest emergency facility.

HDDW will not walk unruly or untrained dogs, or dogs that choke themselves on their leash.

HDDW can not accept time restricted calls and must work inside a two hour window. We will do our best to get to your pet as quickly as possible for their daily routine.

HDDW required two sets of keys for all accounts. One set will be held at the office for emergency purposes. We are not responsible for keys that are left out or in the mail box.

HDDW reserves the right to terminate service due to safety or financial concerns, or inappropriate or uncomfortable situations.

HDDW reserves the right to take pet(s) to the vet if necessary. Client is responsible for all applicable charges.

HDDW required you to provide a secondary responsible party to take care of your pet(s) in the event of an unforeseen emergency such as illness, death or inclement weather and natural disasters. It is best if your emergency contact is a neighbor or relative who can get to your home quickly.

Payment is required prior to services are rendered. Payment can be made through cash, check or PayPal transactions. In the event a check is returned, the client will pay the entire service fee and an additional \$30.00 NSF fee promptly via cash or money order. All other charges for additional supplies, (taxi service, emergency room or vet visit) need to be paid within three business days. A late charge of \$20 will be added for any outstanding fees after three days.

Cancellations must be given three hours prior to a scheduled visit or you will be charged half the daily rate. Holiday or Vacation arrangements must be made (30) days in advance and must be cancelled no less than 48 hours before the trip.

In the event that you are unable to make it home from a trip due to unforeseen emergency or weather. It is your responsibility to contact HDDW immediately to let them know how to proceed. Your walker will not leave your pet unattended until we have contacted you and are assured that you will be home to take care of your pet.

By signing below the client fully understands and acknowledges the content of this agreement. The client agrees to adhere to all policies and procedures of HDDW.

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Client

Date

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Hot Diggity Dog Walkin'

Date