



H & H Pet Services, LLC – Veterinary Release Agreement

In the event that any of my pets or large animals appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of H & H Pet Services, LLC, I give permission to H & H Pet Services, LLC to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that H & H Pet Services, LLC care providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow H & H Pet Services, LLC care providers to use their best judgment in handling these situations, and I understand that H & H Pet Services, LLC and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by H & H Pet Services, LLC for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize H & H Pet Services, LLC and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s). I will also contact my vet prior to pet sitting reservation to give consent of my pet's records to H & H Pet Services, LLC if they need to request them.

Every dog, cat, and horse at the site of service will be current (per my veterinarian's recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify H & H Pet Services, LLC of any signs of injury or possible illness before any visit as soon as the condition appears. H & H Pet Services, LLC reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. H & H Pet Services, LLC strives to provide clean, safe service to each of our clients. In doing so, H & H Pet Services, LLC strongly recommends that each pet and large animal be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time H & H Pet Services, LLC cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within H & H Pet Services, LLC care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client Signature: _____ Date: _____



H & H Pet Services, LLC – Contract and Legal Considerations

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. H & H Pet Services, LLC (a.k.a. H & H)

REGARDING PET SITTING AT CLIENT'S HOME

1. **Scheduling & Visit Times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. H & H will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.
2. **Confirmation Call (Prior to out-of-town-Departure):** H & H will send a confirmation text or e-mail no less than 12 hours before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. This is to ensure your pet's needs are carried out as intended.
3. **Scheduled/Early Returns:** H & H requires client to confirm they have returned home as scheduled via phone message, text or email AS SOON AS THEY RETURN (no matter the time). We also understand your plans can change and we are very flexible. If you must return home early, please notify us *immediately*. If, however, you do not notify H & H of a scheduled/early return and we make a trip and find you, any other party, or an alternate caregiver home, the regular per visit charge applies.
4. **Medications:** H & H will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy pets that hide in inaccessible places such as under a bed, or aggressive pets with medical problems can be a serious risk. If you have such an animal, we recommend that you board with us instead. **Under no circumstances** will H & H service any pet that cannot be properly medicated due to hiding or aggression/biting issues. This is for our safety and for the pet in need of care.
5. **Vaccinations:** H & H requires that all dogs and cats have the necessary rabies vaccination required by Arizona law before service begins. If H & H pet care provider is bitten or exposed to any animal-to-human disease or ailment received from the client's pet(s), the client will be responsible for all costs and damages that may incur.
6. **Access to your Home by Others:** 'Job sharing' is not covered by our liability insurance. If the client allows any other person(s) access to their home, pets, or property during the relevant contract period (this includes friends, family, neighbors), H & H Pet will not be held liable for any theft/loss, damages to property, or injury/loss/death of pets as a result of H & H not having sole access to the home during our contracted time.
7. **Fences:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety**. Pet Owner is responsible for pet-proofing house/yard, and the security fences/gates/latches. H & H does not accept responsibility or liability for any customer's pets that escape, are injured, die, or become lost when pets are left out or given access to an unsecured fenced in area at the client's discretion. This includes electronic, wood, metal or any other fence types and any low fences or fences in any state of disrepair. We are not liable for any injuries to pets or animals that result from nails, wires, damage or other issues with fencing in general. This also applies to faulty screens, windows and doors in the client's home.

8. **Pet and House Clean-Up:** H & H will properly dispose of small animal pet waste in your outdoor garbage can and do our best to clean up any accidents your pet may have. H & H is not responsible for carpet / flooring / furniture / window treatments, stains or damage created by your pet(s). We request that you also provide your own plastic bags, towels, *your preferred cleaning products*, paper towels, trash bags and indicate where you would like the waste disposed of. If a mess requires professional cleaning, we will send you pictures immediately and seek your advice, and additional cost from H & H may occur.
9. **Plants (indoor/outdoor):** H & H is not responsible for wilted, dead or otherwise unhealthy plants (indoor or outdoor). H & H will work hard to follow your written directions as precise as possible, but cannot be responsible if the results are not favorable. *Please place all indoor plants together on a waterproof surface in plain sight*, as your pet sitter is not responsible for water damaged areas or missed plants.
10. **Unforeseen Damage to client's home:** H & H is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to H & H within 14 days.
11. **Burglary of client's home:** H & H is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. H & H will attempt to re-secure the home to client instructions at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly secured – unless owner gives permission for Pet Sitter to leave key on premises.
12. **Unforeseen purchases:** Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, cleaning supplies, medicines, pet food, and cat litter. Any additional necessary costs such as pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet will be purchased by H & H. We will retain a receipt and the customer will be responsible for reimbursement of these items right away. A \$25 trip fee will be applied.
13. **Animal Behavior:** Animal behavior can be unpredictable. Client assumes responsibility for injuries, ailments, disabilities, or death sustained by H & H caused by clients' pets, livestock, and/or home, including but not limited to: bites, broken bones, severe scratches, mauls, deaths, as well as home hazards that result in injury, disability or death. If client misrepresents an animal's history of aggression, or client places H & H at substantial risk, they will be held liable for significant punitive damages.

Biting Dog/Aggressive Pet Policy

We will not accept a pet sit job with aggressive pets/animals of any kind, breed, or size that require hands-on interaction or getting into their space to feed/care for (some exemptions include caged/contained exotic pets that do not require direct interaction or handling). This includes aggressive dogs, cats that attack, horses that bite or kick, large goats that aggressively headbutt, etc. If the dog, cat or any other animal we have to have direct contact with shows any signs of aggression toward us or other people, or bites/attacks us, and we have no other options to provide food/water/care to that animal, we will terminate the pet sit job immediately and notify the owner and/or notify the proper authorities (as is appropriate for the situation).

14. **Owner has legal rights:** Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. H & H cannot service a home with “Visiting” pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).
15. **Updates:** Client agrees to provide H & H with any changes regarding your pets’ care, health status, and other pertinent information on a timely basis. Should a pet or animal in your care pass away, please notify us.
16. **Payment methods:** Payment is due in FULL at the service start date and time. We accept payments via personal check or cash. We can also accept credit card payments (with 3.4% additional fee). We also accept payment in advance through Zelle (use our email heather@hhpetservices.com for our contact information) or Venmo (@HHPetservices). Post-dated checks are NOT accepted.

Payments are due in full at the time of the first home visit. Leave cash or check in a visible area.

Returned Check Charges: There is a \$25 fee for any returned checks.

17. **Keys:** If a client gives a permanent key to H & H they will be kept in a secured lock system and are coded for customer’s confidentiality. Please double check the keys you provide H & H and ensure that it is the correct key for accessing your home via external front or side door. Also make sure to provide H & H right away with new keys if locks have been changed. Garage door openers or key pad codes *are not* acceptable for primary means of entry, as they may fail for any number of reasons or an electricity outage could occur. A key holding lockbox with combination code only known to pet sitter and backup employee will be hidden on client’s property in case of emergency situation during the dates client needs visits done.

If your keys, gate lock, or door lock are in poor condition or inoperable, we reserve the right to refuse service and are not responsible for your pets or property if we cannot reasonably access your home, pets or property. In cases like this, we will contact a local locksmith of our choosing (or as per your apartment management’s guidelines) with accessing your home. We will not be held liable for any locksmith or re-keying fees due to inoperable keys/locks. Our time will be billed at \$25 per ½ hour while waiting for/working with the locksmith or other service providers. We will continue normal service once we have safe and easy access to your home. Please ensure that keys and door/gate locks are in good, working condition prior to our visits, so that we can always enter your home or property quickly and safely on every visit.

18. **Outdoor Animals/Pets:** H & H or its employees shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed us to allow outside while we are not on the property. This includes livestock, poultry/waterfowl, certain exotic pets or farm animals expected to be outside. This also includes pets with doggie doors. H & H reserves the right to move small outdoor pets to indoor or other shelter (when feasible based on animal type) in the event of extreme temperatures/weather/other emergencies. If you normally leave your doggie door open 24/7 H & H has the right to close it at night and keep dog(s) inside if complaints of excessive barking from neighbors occur. H & H is not responsible for damages/costs involved if this occurs. Client should have indoor crates available for this situation.
19. **For liability reasons we cannot provide visits to your home if the following occur:** client’s dog(s) stay outside 24/7; client has a dog door and refuses to close it at night if necessary; client’s cat(s) have access to go outside; client’s pet(s) need medications that cannot be missed but pet(s) are shy or hide; client has pet(s) that are scared or aggressive (we have to be able to get a hold of all pets).

20. **Surveillance cameras:** If you will be using surveillance cameras in the home, please notify us. We are trustworthy, have nothing to hide, and don't mind if you use cameras. Should we discover that live or recording cameras are active and we have not been notified, H & H reserve the right to terminate any and all contracts at our discretion. You also agree not to share any video of H & H staff on social media or other public online or other venues without our knowledge or approval, for any reason. In the event of a dispute, whether brought by the pet owner or H & H, video footage may be shared with legal parties as necessary.
21. **Release of Liability:** H & H agrees to provide services agreed to in a reliable, experienced and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against H & H arising from damage/injuries caused by pets while we are not present, death of any pet(s) that is beyond our control, non- H & H persons present in the home or on the property at any time during our contracted services dates/times, any unforeseeable accident, or any serious weather/disaster event. H & H will only be held liable in cases of accidental injury, accidental home/property damage, or gross negligence on the part of H & H personnel. Our liability insurance covers most accident, damage, theft, or pet injury situations and we will submit claims to our insurance carrier as appropriate to the situation immediately and with full cooperation.

REGARDING BOARDING WITH H & H PET SERVICES

22. **Appointment Policy:** Since the boarding with H & H is conducted in a private home there are specific hours clients can come which must be *made by appointment*. Hours are between 6:30am - 10:00am and 4:00pm - 10:00pm (that includes Sundays & Holidays!) - clients cannot come from 10:30am to 3:30pm – even if they return to town during those times. If client does return earlier than scheduled pickup time they may contact H & H to see if they can come earlier to pick up their pet(s) - depending on other client appointments.
23. **Payment Method:** Payment is due in FULL at DROP OFF appointment. We accept payments via personal check or cash. We can also accept credit card payments (with 3.5% additional fee). We also accept payment in advance through Zelle (use our email heather@hhpetservices.com in our contact information) or Venmo (@HHPetservices). Post-dated checks are NOT accepted.

Returned Check Charges: There is a \$25 fee for any returned checks.

Refund/Cancellation Policy: *There are no partial refunds, even if you return early to pick up your pet. Boarding cancellations made without a 72 hour notice will result in a 30% cancellation fee based on total fee quoted to you – and 50% on Holidays. We are a small boarding facility and when you make a reservation with us a spot is held just for your pet(s). When we accept your reservation we inevitably turn away other clients looking for the same service – especially during Holidays and school breaks.*

24. **Fencing/Security:** H & H is not responsible for pets that escape the boarding facilities due to animal digging/breaking barriers or gates left opened by other individuals. Clients must have pets on a leash or in a carrier when dropping off pets and picking up pets for their own safety. Make sure automatic gate at entrance to boarding property has closed before letting pet out of your vehicle.
25. **Pet Food/Medications:** Client needs to provide their own pet food at time of drop off for boarding with H & H. We do not provide food for clients pet(s). It is important to bring MORE food than reserved days in case there is a delay with client's return. This goes for medications too (ex: if pet is boarding for

5 days provide at least 8 days of meds). If provided pet food does run out H & H will purchase more food to be reimbursed from client at pickup.

26. **Vaccine Requirements:** Client must provide copy of dog(s) shot records when boarding showing dog(s) up-to-date on Parvo/distemper (has initials similar to dhpp), Rabies (the actual certificate is required), and Bordetella (kennel cough) from a vet or vaccine clinic. Proof of current vaccines must be sent to H & H in advance for approval and documentation needs to show name of pets, owner's name, name of vet or clinic, and dates/expiration of vaccines. H & H will NOT accept pet(s) vaccinated by breeders or their owners. If vaccines are expired client must get required shots at least 5-14 days BEFORE dropping pet(s) off for boarding – depending on what vaccines need to be updated, how long they have been expired, or if pet has ever received them in the past – because vaccines take several days to become effective in a pet's system (Bordetella takes a full 2 weeks). H & H is not responsible for pet(s) contracting kennel cough or other diseases while in boarding facility even though vaccinated. H & H makes sure property and kennels are cleaned and disinfected and that all boarded pets are current on vaccinations - for the safety of all pets and as required by kennel permit with Pinal County Animal Control. H & H has the right to turn away client's pet(s) that do not have the proper required paperwork.
27. **Ingestion of Foreign Objects:**
The staff at H & H take all reasonable precautions and closely supervise each pet to avoid the ingestion of foreign objects, however, dog behavior by nature is unpredictable. H & H will not pay for, reimburse, or be held liable for the ingestion of any foreign object. This includes, but is not limited to bedding, rocks, shrubbery, toys, etc.
28. **Pet(s) not picked up when scheduled:** If pet(s) are not picked up from H & H boarding home within 5 days of scheduled pickup, and attempts to contact client or emergency contact is unsuccessful, pet(s) will be taken to local shelter/rescue in the assumption that client has left them on purpose.
29. **Owner has legal rights:** Pet Owner must have legal rights to place pet(s) in the care of Pet Sitters, Kennels, and Veterinary Clinics. H & H cannot board any pet(s) that are not owned by the name of the person who scheduled the reservation. EACH owner of pet(s) must make their own boarding reservation and sign a separate set of agreement forms - even for friends and family members that want to board their pet(s) together. Client must be the sole owner of ALL pets under a single reservation to receive the discounted fee for multiple pets!!
30. **Damage done to boarding home:** Pet Owner will be responsible for any damage to Pet Sitter's home or property where pet is being boarded. Pet Owner has 10 days to reimburse H & H costs involved to make needed repairs.

REGARDING BOTH BOARDING & PET SITTING

31. **Social Media:** Client gives approval to H & H possibly posting a picture of their pet(s) on controlled social media hubs or their website for promotional purpose. H & H will NEVER post personally identifying information, client names, or home address, etc. – just the name of the pet(s).
32. **National Disaster:** It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis. H & H will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
33. The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.

34. This contract permits H & H to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
35. H & H may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter. If concerns prevent the Pet Sitter from continuing care for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner.
36. H & H agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. They agree to remain insured through a reputable pet sitting liability insurance company during each service period and also within the boarding facility. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company, except those arising from negligence.
37. Client agrees to discuss any concerns with H & H within 24 hours of return after service.
38. This agreement is valid from the date signed and replaces any prior Legal Considerations agreements. Client agrees to any future H & H Pet Services, LLC term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
39. This contract may be terminated by either party by giving thirty days written notice to the other party.
40. By signing or typing his/her name below the owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Pet Owner Signature: _____ Date: _____

H & H Pet Services, LLC Signature: _____ Date: _____