



In consideration of the following terms and conditions, and other good and valuable consideration hereby acknowledged by the parties hereto, Client and Happy Paws Cayman agree as follows:

AUTHORIZATION - Client authorizes and engages Happy Paws Cayman to perform the Services as set forth herein and in the price sheet provided to Client (the "Price") for the time period(s) as requested by Client ("Scheduled Period"). During any Scheduled Period, fees for Services will be calculated pursuant scheduled during the Scheduled Period are no longer required, Client must notify Happy Paws Cayman promptly, and in no event less than the period of time specified in the Price Sheet to avoid being charged for any such Services.

EMERGENCY - In the event of an emergency (e.g., injured pets, severe weather, broken pipes, natural disaster, fire, etc.), Happy Paws Cayman is hereby authorized to take all measures deemed necessary or advisable by Happy Paws Cayman in its sole and absolute discretion in caring for Pets and Client's property (including without limitation emergency veterinary care for Pets and emergency repair services for Client's home) and Client agrees to defend, indemnify and hold harmless Happy Paws Cayman, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attorney's fees, that arise or relate to such decisions. In the event of such an emergency, Client shall immediately reimburse Happy Paws Cayman for expenses incurred, plus additional fees or expenses for attending to such an emergency. Furthermore Client is responsible for providing keys to access their home or building. Any locksmith fees incurred as a result of providing faulty keys is financial responsibility of the Client.

HIRING SITTERS AND BOOKING COMMUNICATION - The client also agrees to not hire the pet sitter directly and/or have direct contact with them. The client will contact Happy Paws Cayman directly or use the online service request form on the Happy Paws Cayman website for all pet sitting reservations. Client agrees to receive confirmation on the dates reserved from management before departing. The pet sitter is under contract with Happy Paws Cayman and has agreed not to seek pet sitting assignments from any of Happy Paws Cayman 'clients independently during their association and for a period of two years after Happy Paws Cayman ceases to work with the pet sitter.

SHARED CARE- At the time that service is booked, Pet Owner will notify Happy Paws Cayman of everyone who has been granted access to the home during the service period. Due to liability, Happy Paws Cayman will refuse to provide service when another person is expected to share care. We feel strongly about this policy because it minimizes confusion; we cannot vouch or be responsible for treatment of the pets or the home given by a third party when we are either present or in between pet sits. It is possible that pets can be overfed, given extra medication, etc. due to a lack of communication or understanding. We are held accountable for the proper care of your pets and home. As professional pet sitters, we take this responsibility very seriously and we let our service speak for us. We are all background checked, and the company license and insurance is up to date.

CANCELLATION POLICY - NO REFUNDS. Your Happy Paws Cayman account will be credited any amounts left after cancellation fees have been applied. Client agrees that regular scheduled walks and sits cancelled less than 6 hours will be charged the walks normal rate, if you cancel 24 hours before your reservation, we will accept your cancellation. If you cancel less than 6 hours, you will be charged for the visits, as we will not be able to rebook your time slot. Overnight Stay cancellation fee will be \$25 per night every night cancelled before 48 hours of service. Full price will be charged per night every night cancelled LESS than a complete 48 hours' notice. All Holiday reservations must be paid in full at booking. Cancellations 7 days prior to the first visit are entitled to a 50% Happy Paws Cayman credit for entire schedule and will be given a credit that can be used towards future visits. Cancellations less than one week notice are non-refundable and will not receive a Happy Paws Cayman credit. We cannot resell time that has been expressly held and reserved for you. To avoid the non-refundable fee, please contact Happy Paws Cayman with more than 24 hours' notice (or 7 days if it's a Holiday reservation) if you need to reschedule an appointment. Services are NOT canceled until you receive notice via email that your "services have been canceled as requested."

WEATHER INCLEMENT - In inclement weather (Heavy Rain, RealFeel Temperature 90 degrees +, Thunder Storm, etc) we will not perform full dog walks. This is for the safety of your pet and the sitter. There are numerous safety concerns including burnt paws and heat exhaustion. During these times and walks need to shorten we have many fun indoor activities and stimulating dog games to exercise your dogs. If your pet will only potty on a leash, we will take them out long enough for them to potty and then we will return inside for playtime (visit times will not be shortened). Happy Paws Cayman will use the last 3-5 minutes for your dog(s) to cool off, provide fresh water and treat at client request after walks. Please provide towels near the front door if you anticipate that it will be raining during our visits.

RATES -Happy Paws Cayman reserves the right to change our service rates at any time. Our rates are typically adjusted on Jan. 1st & July 1st if needed.

Client Name: _____

Client Signature: _____

Client Name: _____

Client Signature: _____

Date: _____

Date: _____



PACKAGES – 10 Day Packages is valid 30 days from purchased date, 20 Day Packages is valid 60 days from purchased date and 30 Day Packages is valid 90 days from purchased date. Client agrees to notify us the same amount of time of their package if they're not going to renew it with us to avoid additional fees; 10 Day package is 14 days' notice, 20 Day package is 30 days' notice and 30 Day package is 45 days' notice).

PET WASTE - Happy Paws Cayman will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed. Cat Litter's are cleaned every other day. For custom cleaning schedule please mention in your client portal (small fee will apply for multiple litter boxes).

TIME FRAME - We do not set exact times for our visits unless your pet requires a time-critical medication (such as insulin) or if requested by client. All visits will be scheduled and performed within a 2-4 hour time block. If you need to schedule a single visit at a specific time, we will try to accommodate those requests.

LOCK OUT SERVICE - If you lock yourself out of your house, you may contact us to see if we can bring you your key. This service is not guaranteed, as it depends on the time of day and our schedules, key will be collected from our office. We charge a fee between 7am to 7pm \$25 and from 7pm to 7am \$50 (We are cheaper than a locksmith!).

SMOKE FREE - Happy Paws Cayman is a Smoke-Free Workplace. We apologize for any inconvenience this may cause, but due to health concerns, we are unable to provide service to those clients who smoke inside their homes. Thank you for your understanding!

NEW PETS - The terms of this document apply to all pets owned by the client, including any new pets that the client obtains on or after the date this document was signed, and at any and all locations the owner designates for service.

PLANT CARE - Happy Paws Cayman is not responsible for wilted, dead or otherwise unhealthy plants. We will work hard to follow your typed directions as precisely as possible, but cannot be responsible if the results are not favorable.

RETURN EARLY - The full contract agreement amount will be charged if you begin services and return home early. Time is reserved and cannot be resold.

IN-HOME CONSULTATIONS- New clients receive one FREE 30 minute meeting with their primary pet sitter. Free In-Consultation must be scheduled ONE WEEK in advance. If a new in-home consultation is scheduled with less than ONE WEEK in advance a non-refundable payment of \$15 is required. The \$15 payment can be credited towards future services once the client has booked and paid for at least \$500 in services within 90 days of the in-home consultation.

OTHER DOGS - We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.

PHOTOGRAPHS/PUBLISHED ADVERTISING - Happy Paws Cayman will photograph Client's pet(s) for identification purposes, and may use the photo(s) in our published advertising and/or website. If Client disapproves, they must notify us within 48 hours of signing contract to waive this policy for advertising purposes ONLY. We always make sure our "location" setting is turned off when we take any pictures and never use last names, so your privacy is protected.

HOME ACCESS – Happy Paws Cayman is not responsible if client does not provide us with proper access to enter the home including but not limited to leaving security bars or secondary locks engaged on doors, changing the locks without providing new keys, arming the alarm system without providing a code etc. if Happy Paws Cayman cannot enter the home due to circumstances beyond the control of the pet care professional, Happy Paws Cayman will REQUIRE the emergency contact or another person appointed by the client to complete the current and remaining visits if access cannot be gained in a timely manner. A refund for all remaining visits will NOT be provided.

MINIMUM VISITS - Happy Paws Cayman strictly requires a minimum of once per day visits for cats in our care: if the client will be gone for entire day & night. Happy Paws Cayman strictly requires a minimum of two visits per day for all dogs in our care, if the client will be gone for the entire day & night. Three visits a day may be required for dogs at the discretion of Happy Paws Cayman management. We have the right to decline service at any time if we feel that an adequate schedule has not been booked to allow for pet care that is in line high standards of Happy Paws Cayman pet care.

SERVICE AUTHORIZATION - This signed document gives Happy Paws Cayman and their employees' authorization to enter the above listed home as needed to perform the necessary care as outlined in this contract. I authorize this contract to be valid approval for services so as to permit Happy Paws Cayman to accept all future telephone, text, mail and email reservations and enter my house without additional signed contracts or written authorizations.

Client Name: _____ Client Signature: _____

Client Name: _____ Client Signature: _____

Date: _____ Date: _____



INJURY OF HAPPY PAWS CAYMAN - It is the client's responsibility to disclose all previous bite, aggression, and health history of their pets. It is also the client's responsibility to disclose ALL possible safety hazards in and around their home. If a pet care provider of Happy Paws Cayman is bitten or exposed to any disease or ailment received from the client's pet(s) the client will be responsible for all costs and damages that may be incurred as a result. This includes the owner of Happy Paws Cayman, employees, and independent contractors. If a pet care provider of Happy Paws Cayman is injured or exposed to any disease or ailment received from hazardous conditions in the clients home or property, the client will be responsible for all cost and damages that may be incurred as a result. This includes the owner of Happy Paws Cayman, employees, and independent contractors. It is the client's responsibility to provide a safe and hazard free environment for pet caregivers as well as their pets.

DAMAGE TO CLIENT PROPERTY - Happy Paws Cayman is NOT responsible for any damage done to clients' property by the pets (E.g Chewed items like shoes, peed mats etc). If your Pet Sitter damages something in your home, please report it to the Happy Paws Cayman office immediately. We require that an invoice, receipt, or estimate for repairs be provided to us within 14 days of the incident. We will provide a credit to your Happy Paws Cayman account that will apply to any future services booked. Any damage claims over \$500, or requiring refund or payment to the client will be processed by our insurance company. This will also apply if the sitter was unaware of the damage that occurred.

PAYMENT - The Client agrees to take full responsibility for prompt payment of fees upon completion of services contracted and that payment is due 50% before and after completion of service, unless a package is bought 100% payment is due. A handling fee of \$25.00 will be charged on all returned checks. In the event it is necessary to initiate collection proceedings on the account, the Client will be responsible for all attorney's fees and costs of collection. We accept checks made to 'Julisa Dilbert', Cash and/or bank deposits to Butterfield Bank Account # 1361481790016.

LEGAL RIGHTS - Pet Owner must have legal rights to place the animals in the care of Happy Paws Cayman, Kennels and Veterinary clinics. Happy Paws Cayman 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, accepted and signed by each rightful Owner(s).

DELAYS/EXTENDED SERVICE - There are many factors that might shorten or delay your return from your trip (i.e. delayed flights, traffic). If, for any reason, you expect any changes to your return date that you have scheduled with us, please contact as soon as possible so that we may make arrangements for your sitter to continue care for your pet(s) until you return. Unless otherwise arranged, your sitter or office will retain your house key and security codes, properly secured, until you leave our service. This arrangement makes it more convenient and efficient for future sitting assignments, and serves as a reliable backup should you ever need us in time of emergency.

MEDICATION - Happy Paws Cayman will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will Happy Paws Cayman service any pet that has any form of contagious illness. This is for the safety of other customers. If a Happy Paws Cayman pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

HOLIDAY RATES - In addition to the regular rates, \$15 added to each visit on holidays except Overnight Service will be an additional \$25 per night. Ongoing schedules without end such as daily dog walks client agrees to notify us 24 hours before their 2-4 hour timeframe if they'll be needing our services. If Happy Paws Cayman haven't received any contact with client we will assume service is not needed and do not provide service. Holidays Observed: New Year's Day, National Hero's Day, Ash Wednesday, Good Friday, Easter Monday, Discovery Day, Queen's Birthday, Constitution Day, Remembrance Day, Christmas Day and Boxing Day.

*Holidays that incur our additional \$15 charge per visit are at the sole discretion of Happy Paws Cayman. At times we may charge holiday rates on the days leading up to and after the holiday. This additional charge is used to pay our team and ensure we have the availability to offer our services 365 days per year.

VACCINATION - Client represents and warrants that Pets are currently vaccinated in accordance with all local laws and regulations. For your protection and ours, it is policy that all pets we are caring for are up-to-date and current on their Rabies immunization, including indoor-only pets, no exceptions! Please provide a copy of the Rabies vaccine at the initial in-home consultation so that we may keep this on file for our records. We understand that not all clients follow a yearly immunization schedule and may choose to follow a tighter schedule so the Rabies vaccine is the only one that is mandatory.

Client Name: _____ Client Signature: _____

Client Name: _____ Client Signature: _____

Date: _____ Date: _____



ONLINE PROFILE IS REQUIRED - It is the responsibility of the client to provide ALL information needed for the care of pets and home via the Leash Time Secure Online Profile. It is the sole responsibility of the client to keep the information in the online profile up to date and accurate at all times. Online Profile completion is REQUIRED before scheduling all new client meetings. We will NOT accept schedule requests, changes and cancellations via email, phone call, or text. It must be requested by the client through the client portal. If you'd like to call, email, or text to ask about a request in advance, that is fine. But you will be directed to put in the actual request through the client portal afterwards. Requests are approved and confirmed via the software within 24 hours. You will receive an email confirmation letting you know the visits are scheduled and confirmed along with your invoice. WIFI name and password is a MUST to receive our arrival and departure email notifications, GPS Coordinates and Camera if one is requested or available.

PET GUARDIANSHIP - In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you. We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing the guardian(s) of your pet(s).

FENCES - Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. However, no fence system is totally secure. Happy Paws Cayman does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.

HOUSE CLEANLINESS - Happy Paws Cayman will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. Happy Paws Cayman is not responsible for carpet/flooring stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags. If there are accidents above and beyond the normal amount anticipated, Happy Paws Cayman will charge a reasonable fee for cleanup time if gone over paid time.

PET PROOFING - It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet(s) has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet(s) or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet(s) may sustain or property damage the pet(s) may cause while in their own home/property.

UNFORESEEN PURCHASES -If sitters run out of food, litter or cleaning supplies and they have to purchase said supplies for our clients, a copy of the receipt will be left at the client's home and the amount along with a \$10 trip fee for this service will be added to your invoice.

SECURITY CAMERAS - Security cameras and nanny cams cannot be used in bathrooms or locations where a pet sitter will be sleeping for an overnight stay. Footage from these cameras is for your security purposes only, and cannot be published or made public in any way

TAKING A BREAK FROM SERVICES- If client decides to take a break from regular requested services (E.G Ongoing Service without End Such as weekly midday dog walks) Happy Paws will try their best to hold their time slot but is not guaranteed. To guarantee your timeslot please purchase a future package.

TWO KEYS - We require 2 keys so we always have a backup in the office for any emergency situation that may arise. If a garage code is offered to gain entry to your home, it must be followed up by a key to your home in case of malfunction or power outage. In the event that Happy Paws Cayman is required to employ a locksmith to gain entry into a client's premises due to the malfunction of the lock, or failure of Client to provide a functioning key to Happy Paws Cayman, it shall be the responsibility of Client to reimburse Happy Paws Cayman for all costs incurred. We will not lock keys in your house after our final visit. If you get delayed in returning home, we will have no way to access your house to care for your pet. All clients' keys are labeled with pet names only. Your name and address will never be attached to your key.

KEY TRANSFER - Repeat clients having previously gone through the consultation process will be charged a \$10.00 fee for key pick-up prior to your departure or drop off after your return. We encourage clients to use a lock box.

UP TO DATE INFORMATION - I attest the above information is true to the best of my knowledge. If anything changes from what is listed above, I will inform Happy Paws Cayman before the next service is scheduled to begin. This information must be updated in the client portal. Happy Paws Cayman will not respond to written notes left at the service location. In turn, Happy Paws Cayman will provide any changes to this agreement in the same forms; by mailing, emailing or leaving a printed copy at the time of the visit.

Client Name: _____ Client Signature: _____

Client Name: _____ Client Signature: _____

Date: _____ Date: _____

****All policies and procedures are subject to change without notice at the discretion of Happy Paws Cayman.**



PET SERVICE AGREEMENT -This document is an agreement between Happy Paws Cayman and Client for pet care services until revoked in writing.

1. I authorize Happy Paws Cayman to perform pet care services as outlined in the online Household Information, Pet Information, Policies and Procedures, Medication and Supplements Form and Veterinary Authorization Form, which shall become part of this contract.
2. I authorize Happy Paws Cayman to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I also authorize Happy Paws Cayman to utilize an alternative veterinarian in the event my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to obtaining emergency care. A signed veterinary release letter will be kept available at all times in office in the event that Happy Paws Cayman may need to seek emergency care for your pets.
3. Happy Paws Cayman accepts no responsibility for security of the premises, pet injury, or loss if other individuals have access to the home before, during, or immediately after scheduled pet sitting.
4. I understand that Happy Paws Cayman cannot provide payment of any kind for veterinary care, pet supplies, or other needed care for my pet. I have provided all needed supplies and have made payment arrangements with my veterinarians.
5. Happy Paws Cayman agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Happy Paws Cayman, its employees or assigns, except those arising from proven negligence of the pet sitter.
6. Happy Paws Cayman will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors or allowed in an invisible fenced in area as directed by the client.
7. Customer will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Happy Paws Cayman in the event of a claim by any person injured by the pet.
8. Happy Paws Cayman reserves the right to terminate this contract at any time, at its sole discretion; likewise, client may terminate this contract at any time.
9. It is expressly understood that Happy Paws Cayman shall not be held responsible for any damage to client's property, or that of others, caused by client's pet during the period in which they are in its care. Client has advised Happy Paws Cayman of all situations, which will relieve it of liability for damage.
10. Fees are earned upon acceptance of Agreement and are due at the time of or prior to the first visit. Service may be canceled at any time if payment is not received in accordance with Happy Paws Cayman policies.
11. I attest to the fact that all licenses and vaccinations required by the Cayman Islands in which I reside are current according to the law.
12. I authorize this contract to be valid approval for future services so as to permit Happy Paws Cayman to accept my online reservations and enter my premises without additional signed contracts or written authorization.
13. I have completed and signed required veterinary release, medication and supplements, terms and conditions, apartment authorization and credit card forms.

I have read and agree to the aforementioned Policies and Procedures and Pet Service Agreement which are a part of this agreement. Booking of any and all services, now or in the future, with Happy Paws Cayman indicates that I have read, understand and agree to the Policies and Guidelines and the Pet Service Agreement of Happy Paws Cayman.

Client Name: _____ Client Signature: _____
 Client Name: _____ Client Signature: _____
 Date: _____ Date: _____

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