



## Policies & Procedures

### 1. GENERAL GUIDELINES

It is our commitment to provide an exceptional level of service for your pet, and we will use reasonable efforts to provide a consistent staff member to care for your pet(s). All Bark 'N Leash employees/contractors are highly qualified and trained in Pet CPR and First Aid. We reserve the right to make necessary staff changes to best accommodate all Bark 'N Leash clients.

**A. Sick Animals** - If you notice that your pet seems ill, please notify Bark 'N Leash immediately to suspend/cancel services to your pet. For the well-being of all animals in our care, it is our policy to not allow sick animals to attend our overnight, playgroups, or group walks. All standard cancellation policies apply. If we notice that your dog seems ill in our care, we will return your dog and notify you immediately. Services will be charged in full.

In the event of an emergency where medical attention is necessary, we will employ all essential medical procedures and transport your pet to your preferred vet or the closest emergency vet hospital based upon the severity of the emergency. Owners are responsible for all medical costs for their pets.

**B. Keys** - Bark 'N Leash requires that you provide two house keys, so we can access your home and provide service to your beloved pet(s). We cannot accept responsibility for any theft, loss, or damages to your home should you choose to leave a key outside your property or leave doors unlocked so we can access your pets.

**C. Cats** - We love cats too and are happy to provide vacation/pet sitting services. Please reference the rate schedule for pricing on caring for your cat while you are away.

**D. Damages** - Bark 'N Leash is not responsible for any damage to a client's home during pet/sitting or overnights (i.e. Electrical or plumbing problems, broken windows, and any other home related issue etc.) are the responsibility of the pet owner. In the event of an emergency or should we notice any of these problems, Bark 'N Leash will contact the pet owner. Should an immediate decision be required, the pet owner authorizes Bark 'N Leash to act on their behalf and take measures to resolve the problem. Any associated costs to fix emergency home repairs are the sole responsibility of the pet owner.

**E. Unattended Animals/Dog Doors** - Should your animal be in our care, the pet owner retains complete responsibility for ensuring that their property is pet proofed and is a safe environment for the pet. Bark 'N Leash cannot be held responsible for damages, theft, disappearance or any other issues that arise from the owner's failure to provide a safe home environment and/or secure containment for the pet.

### 2. WEATHER / LAST MINUTE SERVICES

**A. Weather** - Services for your pet will continue regardless of the weather. However, weather and road

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conditions may impact service times. We will make reasonable efforts to adhere to a consistent schedule during inclement weather but may make time adjustments for the safety of our employees/contractors. If you would like your service to be modified to account for inclement weather, please notify us no less than 24 hours prior to scheduled service. The standard cancellation guidelines should be adhered to for any weather-related cancellations.

**B. Extreme Weather** - In the case of extreme weather Bark N' Leash will use our best judgment if service should be modified or shortened due to extreme weather (power outages, temps 90+, or blizzard type conditions). If you have particular requests that work best for your pet, please notify us in writing. In the case of a weather-related emergency as declared by local government, we maintain the right to cancel or suspend our services. If we are not able to provide service for your pet, we will notify you by email on the morning of the service. Should we arrive for a regularly scheduled service and you want to cancel due to weather, you will be charged for your regularly scheduled service.

**C. Requests for Last Minute Services** - Bark 'N Leash understands that schedule conflicts arise from time to time and you may require last minute assistance for your pets. If you find yourself in this situation, please contact us via phone call or email and we will do everything we can to accommodate your request. Short notice services are typically those that are booked within 24 hours of the provided service and are subject to a \$10 surcharge on top of the regular service rate.

### 3. VACCINATION POLICY

The following vaccinations are required by all Bark 'N Leash clients - **Rabies, canine distemper, and Bordetella**. Additionally, all Bark 'N Leash customers must be spayed/neutered.

We require a current vaccination record to be submitted with the client registration and policies and procedures forms. Bark 'N Leash also requires the use of heartworm and flea and tick meds. All animals in our care must be flea-free. If a pet in our care is discovered to have fleas, we will notify the pet owner to immediately pick up their pet for the well-being of all our animals. Return of services cannot commence until the pet is pest-free.

### 4. CANCELLATION POLICIES

In order to provide the best pet care and encourage open and clear communication between Bark 'N Leash and our clients, please adhere to the following cancellation policies:

**A. Dog Walks/Playgroups** - If you need to cancel dog walking or playgroups, please notify Bark 'N Leash via email no less than 24 hours in advance of the scheduled service. If you adhere to this policy, you will not be charged for the service. Unfortunately, if you do not adhere to this policy and cancel the service less than 24 hours before the service, you will be charged in full.

**B. Pet Sitting** - If you need to cancel a dog sitting service, please notify Bark 'N Leash via email at a minimum of 72 hours prior to the scheduled service.

**C. Holiday Schedule and Policies** - Bark 'N Leash is closed on the following holidays: Easter, Memorial Day, July 4th, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve and Day.

Services provided on these days are subject to a Holiday Charge. Please reference the services section of our web site for complete details. Special arrangements may be possible if you need care on these holidays. Please contact Bark 'N Leash and we will do everything we can to accommodate your needs.

## 5. PAYMENT POLICIES

A. **Payment Types** - We accept cash or checks made payable to Bark 'N Leash, LLC. Please mail checks to Bark 'N Leash, LLC PO Box 1165 Watertown, MA 02471-1165.

B. All invoices will be sent to client via email. Payment in full is due immediately upon receipt of such invoice.

All payments that remain outstanding for a period of thirty (30) days shall accrue late charges at a rate of 1.5% per month. Bark 'N Leash may recover reasonable fees and expenses incurred in collecting outstanding payments, including without limitation, reasonable third-party collection agency fees, attorneys' fees and expenses.

D. **Pet Sitting** - A 25% deposit is required to hold all pet sitting reservations.

E. **Returned Checks** - A \$35 fee applies to any returned check.

## 6. WARRANTY

A. **Client Warranty.** Client warrants and represents that all of the information that it provided to Bark 'N Leash is accurate and update to date. Client understands and acknowledges that Bark 'N Leash has relied on the information that Client provided. Client shall hold Bark 'N Leash and its owners, members, officers, employees, and contractors (collectively "Bark 'N Leash," for purposes of Sections 6, 7 and 8) harmless from any and all damages that result from a breach of this Client Warranty.

B. **Bark 'N Leash Warranty/Remedies.** Bark 'N Leash warrants and represents that it shall provide professional services in a workmanlike manner that is consistent with industry standards. To the maximum extent permitted by law, Client's sole and exclusive remedy for a breach of this warranty shall be a reperformance of professional services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SERVICE AGREEMENT, BARK 'N LEASH MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING PROFESSIONAL SERVICES.

## 7. LIMITATION OF LIABILITY

IN NO EVENT SHALL BARK 'N LEASH'S LIABILITY FOR ANY AND ALL DAMAGES WITH RESPECT TO PROFESSIONAL SERVICES EXCEED THE AMOUNT OF FEES ACTUALLY PAID BY CLIENT FOR SUCH SERVICES.

## 8. EXCLUSION OF DAMAGES

IN NO EVENT SHALL BARK 'N LEASH BE RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES.

## 9. SURVIVAL

Sections 6, 7 and 8 shall survive the completion of the professional services.