



GENERAL TERMS AND CONDITIONS

1. Use of the services provided by HVDogS and/or its NSPs will be deemed acceptance of the following terms and conditions.
2. The Member certifies the accuracy of all information the Member has conveyed about Member's pet to HVDogS and/or its NSPs.
3. The Member agrees that if the Member's pet becomes ill or if the state of the pet's health otherwise requires professional attention, HVDogS and/or its NSPs, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet and the expenses thereof shall be paid by the Member in accordance with their cost scale. The Member gives consent to HVDogS and/or its NSPs to act in the Member's behalf in obtaining emergency veterinary care at the Member's expense if deemed necessary by HVDogS and/or its NSPs, or any of its employees. The Member agrees to indemnify and holds HVDogS and/or its NSPs, and its employees, harmless from said expenses.
4. The Member assumes any and all expenses or liability for injuries that the Member's pet may inflict upon any human or other pet while in the care of HVDogS and/or its NSPs. The Member agrees to indemnify and holds HVDogS and/or its NSPs, and employees from both, harmless from any and all expenses and liability incurred as a result of injuries the Member's pet inflicts upon any human or other pet while under the care of HVDogS and/or its NSPs.
5. The Member hereby grants HVDogS and/or its NSPs the right to take photographs of the Member's pet while under the care of HVDogS and/or its NSPs, and to post or reproduce any and all photographs taken (as well as the Member's pet's name) on or in, without limitation, HVDogS' web site, promotional materials and merchandise, without becoming liable to the Member (or the Member's pet) for any royalty payment of any kind.
6. The Member agrees to pay for/reimburse the cost of any and all services, including veterinary and other reasonably necessary services whose costs may be incurred or borne by HVDogS or its NSPs, in accordance with the following sliding scale, and the amount of financial aid provided by HVDogS.

Monthly Income of Senior / Elderly Member	% of Services/cost covered by HVDogS	% of Services/cost to be covered by Senior
Less than or equal to \$1,500	100%	n/a
\$1,500 > = \$2,000	75%	25%
\$2,000 > = \$2,500	50%	50%
\$2,500 > = \$3,000	25%	75%
Greater than \$3,000	Seniors will be referred to an approved, local NSP	100%

7. HVDogS and/or its NSPs agrees to provide a pet sitter as specified. The Member has the option to meet the sitter and acceptance of the sitter's services will be deemed satisfaction with the suitability and integrity of the sitter put forward.

8. In accordance with the Member's cost scale, HVDogS and/or its NSPs will charge the Member for its services as quoted. A fee of 40% of the total sum due is payable to HVDogS and/or its NSPs as deposit at the time of booking.
9. Payment of Sitter:
 - i. In accordance with the Member's cost scale, the Member is responsible for paying the Sitter's remuneration on completion of the contract immediately on receipt of the sitter's personal invoice for the remaining 60% fee balance.
 - ii. The Member is also responsible for any travelling expenses calculated at \$1 per mile incurred by the Sitter or for reimbursement of fares by public transport. The Member will provide food for the Sitter during the period of the contract to the value of \$10 per day.
10. HVDogS and/or its NSPs takes extraordinary care in selecting responsible and suitable Sitters. However we can accept no responsibility for the acts and omissions of any Sitter or for any loss or damage caused or contributed to by the Sitter.
11. Should a Sitter be taken ill or injured or for any reason not able to complete the contract HVDogS and/or its NSPs will use its best efforts to make alternative arrangements.
12. Member must complete HVDogS and/or its NSPs's checklist with the Sitter before handing off primary responsibilities.
13. In the event that the Sitter does not have sole control (house cleaners, landscapers, etc.) the Sitter will not be responsible for any breaches of security.

CONDITIONS FOR SITTER

- a) The Sitter will carry out the primary responsibilities agreed with the Member and keep the house clean and tidy to a reasonable standard.
- b) The Sitter may not:
 - i) Leave the house except in an emergency for more than one hour after dark, or leave the house except in the performance of his/her duties, for more than two hours a day unless relieved by HVDogS and/or its NSPs or a person authorized to do so by the Member.
 - ii) Have neither overnight nor more than one daytime visitor at a time. Such visitors must leave the house by 10pm.
 - iii) Drink the Member's alcoholic or soft beverages or eat the Member's food without permission.
- c) The Sitter is not responsible for any loss or damage to a Member's property, however caused.
- d) In the event of a problem or emergency arising the Sitter will use his/her own discretion and will contact the right authority.
- e) In the event of cancellations less than 48 hours prior to the start of the booking, 50% of the Sitter's fee shall be payable to the Sitter up to a maximum of \$150. In the event the Sitter is in route to, or has arrived at the booking, or the Member returns early during a booking, the Sitter must be paid in full.

NOTES

INSURANCE: If the Member's car is to be used by the Sitter, insurance coverage must be in force. The Member is responsible for checking that the Sitter's driving license is valid and for informing Insurers of their departure and the presence of the Sitter in the house.

CLEANING: The house will be maintained to a normal standard but Members are respectfully asked to note that the Sitters are not cleaners.

DATES: The Member should inform HVDogS and/or its NSPs of any change or extension in booking dates to avoid inconvenience to the Sitter and other Members.

PAYMENT: Invoices unpaid by the due date can render the booking liable to cancellation without notice and without any liability on the part of HVDogS and/or its NSPs.

FOOD: We recommend that \$10 per day should be provided for the Sitter.

TELEPHONE: The Sitter will keep an accurate account of all personal calls made and pay for them before leaving.

HVDogS' Price Guide

Our price guide for services and products are calculated (not limited to) as follows: [Not all services and products are captured in this listing – e.g., food and or accessories will be added as we go; likewise, as we learn more about the needs of our members, we will provide additional services as required.]

- **Dog Walking:** Small group dog walks and one-to-one dog walks
 - 20 to 30 minute walks: \$20 per dog/walk
 - 35 to 45 minute walks: \$25 per dog/walk
 - 50 to 60 minute walks: \$35 per dog/walk
- **Dog Sitting and Day Visits:** At service provider location or in owner's home; vacation or emergency feedings social calls, short local walks
 - 30 minute vacation visit: \$20 / visit
 - 45 minute vacation visit: \$30 / visit
 - 60 minute vacation visit: \$40 / visit
 - Standard 12 hour overnight stay: \$75 / night
 - Day or Evening sitting (2 hr min): \$25 / hour
- **Dog Day Care**
 - Temperament Test & Behavioral Assessment: \$30
Required trial day prior to first Day Care or Boarding stay. By appointment only. Drop off by 10 AM. 5 hour minimum visit.
 - \$20 / day for 1 dog
 - \$15 each additional dog
- **Dog Boarding**
 - CHECK IN Preferred by 4PM (Assures time to acclimate prior to lights out.)
 - CHECK OUT by 1PM (Later checkouts will incur a discounted partial Day Care charge)
 - LATE CHECK OUT FEE \$15
 - Multiple dog rates are based on all dogs from the same family staying in the same Den.
 - 7 Nights or Less:
 - \$35 / day for 1 dog
 - \$20 each additional dog
 - 8 Nights or More:
 - \$32 / day for 1 dog
 - \$19 each additional dog
- **Dog Grooming:** All breeds including ear cleaning and nail clipping
 - \$35 to \$125 depending on size, breed and shape of coat
 - Doggie baths: \$25 per dog
- **Dog Training:** using positive reinforcement reward-based training methods. Owners learn benevolent leadership and how to communicate positively and effectively with their dogs
 - \$50 per session (generally a session is equal to 1 hour)
- **Veterinary Services:** As needed – basic checkups; vaccinations.
 - \$150 for wellness visit
- **Other services:** dog taxi services, waste removal, etc.
 - Medication administration: \$5 per administration (pills or injections)
 - Waste removal
 - One time clean-up: \$50
 - 1 x / week: \$15 per dog
 - 2 x / week: \$10 per dog
 - Cat litter box change: \$20 per litter box

HVDogS' Billing Procedure

Based on your eligibility and the amount of financial aid you receive from HVDogS, we will invoice you for the services provided. Your payments may be considered tax-deductible donations to HVDogS, and will be used to continue our program and to further fund our efforts to provide pet care and related products and services to seniors.

- **Dog Walking:** based on their eligibility and the amount of financial aid they receive from HVDogS, we will invoice them (only for the % of cost of services that will be covered by them). Payment will be due within 14 days of invoice date. Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Dog Grooming:** Based on their eligibility and the amount of financial aid they receive from HVDogS, they will be asked to pay in full prior to any booking (or the % of cost of services that will be covered by them). Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Dog Training/behavioral modification and or reinforcement:** Based on their eligibility and the amount of financial aid they receive from HVDogS, they will be asked to pay in full prior to any booking (or the % of cost of services that will be covered by them). Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Veterinary Services:** Based on their eligibility and the amount of financial aid they receive from HVDogS, we will invoice them (only for the % of cost of services that will be covered by them). Payment will be due within 14 days of invoice date. Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Dog Day Care or Boarding:** Day care or Boarding will be quoted based on the information given us. Based on their eligibility and the amount of financial aid they receive from HVDogS, we will invoice them (only for the % of cost of services that will be covered by them). Payment will be due within 14 days of invoice date. Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Pet Sitting and Day Visits:** Pet sitting and day visit rates will be quoted based on the information given us. Based on their eligibility and the amount of financial aid they receive from HVDogS, a non-refundable deposit of 40% of the total will be due in advance of any booking (this will be adjusted based on % of cost of services they will cover). HVDogS will invoice them for the remaining 60% (exclusive of any food and travel costs, which are in addition). This can be paid by check, cash or via PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html
- **Other services:** Based on their eligibility and the amount of financial aid they receive from HVDogS, we will invoice them (only for the % of cost of services they'll cover) for all other services such as pet taxi, doggie waste removal, etc. This will be billed monthly in arrears, and payment is due within 14 days of the invoice date. Payment can be made by check, cash or PayPal to HVDogS. www.hvdogs.org/hvdogs_donations.html