



[www.safehandspets.com](http://www.safehandspets.com)

## **Safe Hands Pet Transport Agreement**

1. All dogs must be at least 8 weeks of age to be transported.
2. A valid health certificate issued by a doctor of veterinary medicine dated within 2 weeks of transport MAY be required. We recommend the 30 day health certificate. For pets over 16 weeks of age, this health certificate should include a copy of shot records and rabies vaccination. It must be available at pick up. If the pick up person does not have it available at pick up, we will have to go on with the schedule and the owner will have to reschedule with a 10% charge. Cancellations in such cases are not refundable.
3. We recommend a supply of food be sent with your pet, appropriate to the number of days traveled. If the trip is less than one day, we do not require a food supply. We will supply bottled water and all bedding. (Our space is limited so we ask that no more than the necessary amount of food be sent.) Due to limited space in our vehicles, we generally cannot take crates, totes, or other large objects, but you can send a toy or blanket to make them more comfortable - Please label with Pets' name. Some exceptions may be made if crates need to travel to a trainer. We use our own sanitized crates in all of our vehicles. We require that all pets remain in crates while in transport (except for bathroom and exercise breaks).
4. Should your pet require medical attention during transport, we are authorized to provide such care as is deemed necessary. Should emergency care be necessary, we will make every effort to contact you prior to taking any emergency action. However, if you cannot be reached we will use our discretion to take such steps necessary to ensure the well-being of your pet(s). All charges incurred for veterinary care will be your responsibility.
5. For the safety of our clients and their pets, we will not transport a vicious animal. All pets must be socialized and friendly. All pets must be lead trained (except for manageable small puppies).
6. Any information given while en route is an approximate by the schedule at the time. It is never a guarantee. Please be flexible with us, as we must travel safely and take traffic and weather into consideration.

### **RESCHEDULING**

In the event that you find yourself needing to reschedule your transport within 72 hours of transport day, you may be charged a rescheduling fee of 10% of the total agreed cost. It is important that you notify us immediately upon your change of plans.

### **CANCELLATION**

Cancellations must be made no later than 72 hours before the scheduled pick-up date. Cancellations made after payment has been processed will receive a refund of the cost of the transport less a 25% cancellation fee.

If you cancel after the 72 hours deadline, you will be charged the full transport fee and no refund will be given.

PICK-UP:

If no person is present at the time of transport and/or the above described paperwork is not in order at the time of pick-up or delivery, we may have to continue without your pet. You will be charged for the full amount of the transport cost. We recommend that you make alternative arrangements in case the responsible party is unavailable. The party who ordered the transport will be responsible for these extra charges.

It is highly recommended that alternate arrangements be made in case the person responsible for receiving the animal is unable to do so. The receiver must be available 24 hours a day. If no one will be available for drop off, it is the client's responsibility to make other arrangements such as a kennel. Kennel costs are picked up by the client.

Due to conditions beyond our control we cannot guarantee an exact time for pick-up or delivery, but we will be in touch with an estimated ETA while en route.

RIGHT OF REFUSAL:

Our drivers are given the right to refuse acceptance of your pet(s) because of failure to follow the above-mentioned terms, and/or your pet(s) is found to be vicious or sickly.

By signing this and/or making payment you are agreeing to the above.

Client's Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Transport Date: \_\_\_\_\_

Transport Price: \_\_\_\_\_

Drop off address: \_\_\_\_\_

Contact Cell Phone Number: \_\_\_\_\_

Other notes: \_\_\_\_\_

\_\_\_\_\_

(A copy of this form must be signed and received via mail or scanned and received via email prior to pet transport)