



P a w f i e l d s
F R E E C O M M U N I T Y G R O U P

MEET AND GREET, RESERVATION, AND CANCELLATION POLICY

Reservations for services must be scheduled no sooner than 72 hours prior to the requested start date for services. Requests for services within this 72-hour window may be declined due to limited or no availability.

A Meet and Greet is required for all new pets and for pets that have not had at least 1 Drop-In visit from our staff within the last 6 calendar months. Services cannot begin without first conducting a Meet and Greet with you and your pet(s). Pawfields reserves the right to decline a reservation for any reason.

Scheduled reservations are not confirmed until your pet(s) passes an assessment during a Meet and Greet.

Cancellations must be received at least 72 hours in advance for a partial refund. Cancellations within 72 hours of the scheduled service start date will incur a fee equal to the total of services requested for that day.

Last updated January 4, 2026



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VACCINE POLICY

Failure to remain current on all vaccines is cause to terminate any contract for service(s). Any and all services can be suspended until the pet is current on their vaccines.

All pets must be current with their vaccines prior to the service start date. Proof of vaccines will be required prior to the start date for service.

- Adult dogs:
 - Distemper, Hepatitis, Leptospirosis, Parvo, Parainfluenza (DHLPP)
 - Bordetella
 - Lyme
 - Rabies
- Puppies (younger than 1 year)
 - Must be current with round of vaccines according to their age prior to the start service date.
- Cats:
 - Leukemia / FeLV (under 1 year old)
 - Feline Herpesvirus Type 1, also known as FVR / Feline Viral Rhinotracheitis (FHV-1)
 - Feline Calicivirus (FCV)
 - Rabies

Pawfields reserves the right to decline your request for any service due to lack or expiration of your pet(s) vaccines.

Pets that are not current with their vaccines are not eligible for Add-On services (i.e., walks, runs, or communal play). Exceptions can only be considered with documented direction and explanation from their veterinarian.

Last updated January 4, 2026



Pawfields
ENRICHMENT GROUP

ENRICHMENT POLICIES

The following is a list of guidelines established for your pet's and the Pet Sitter's safety and wellbeing. Failure to abide by these policies is cause to terminate any contract and discontinue service(s). Any and all services will be suspended until the matter is resolved and any infraction is corrected and verified by Pawfields staff. Client agrees to pay any outstanding balance for services to Pawfields Enrichment Group Inc. upon termination of any contract.

Feeding

- Pet Sitter/Pawfields Enrichment Group Inc. does not supply food for pets under our care.
- Food is provided by the pet Client and must be clearly labeled and accessible but away from the reach of children or pets in the household.
- Instructions for feeding must be provided to Pawfields prior to the service start date.
- Instructions for feeding must be clear and concise (name and type of food, amount, frequency, and time of day).
- If the pet has any unique antics for feeding or if they are accustomed to be fed in a particular manner, these instructions must be detailed and clear.
- We strongly discourage free feeding pets, as this often leads to overeating, other health concerns, and poses a serious risk for injury as food can be a choking hazard.
- A slow feeder inside the pet's food bowl greatly reduces choking hazards or upsetting their stomach.

Administering Medications

- Pet Sitter/Pawfields Enrichment Group Inc. does not supply medications or materials to administer medications.
- Pet Sitter will administer oral and/or topical medications as prescribed by the pet's veterinarian.
- Clear and concise instructions for administering medications (name, description, dosage, frequency, time of day) must be provided to Pet Sitter/Pawfields Enrichment Group Inc. prior to the service start date.
- Pet Sitter does not provide medications by injection. All intravenous medications must be administered by the Client or veterinarian.
- Depending on the complexity of care additional charges may apply.



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Potty Breaks

- Potty breaks are limited to the Client's place of residence in a designated area unless an Add-On service for a walk is included with the visit.
- Pet Sitter will collect fecal matter during potty breaks and will dispose of the waste in a bag (securely tied or closed) and placed in a designated area or trash can at the Client's place of residence.
- Pet Sitter will not transport waste from the Client's place of residence to any other location.
- It is recommended that adult dogs are given the opportunity to relieve themselves no less than every 4 hours.
- Puppies are typically able to hold their urine or fecal matter 1 hour for every month of their age (For example: a 2-month-old puppy should have a potty break every 2 hours). Therefore, puppies require more care. Multiple Drop-In visits each day are recommended.

Walking / Running / Communal Play / Pet Courier Services

- Pet Sitter/Pawfields Enrichment Group Inc. requires that all pets wear a harness and collar with pet and client name with contact information (with current rabies tag) and must be leashed when leaving home. If a harness and leash are not provided, Pet Sitter/Pawfields Enrichment Group Inc. will supply one for that visit (harnesses and leashes are not for sale by Pawfields).
- Leashes may not exceed 6 feet in length.
- Pets without the aforementioned collar and tags may not be eligible for walks, runs, or communal play outside of the home.
- For pet courier services, pets will be securely fastened with their harness in the rear of the vehicle to prevent injury.
- On hot days and for paved surfaces, pets must wear protective gear to protect their paws from burns during walks, runs, or access to and from structures outside of the home (i.e., grooming or veterinary appointments.). Pet Sitter/Pawfields Enrichment Group Inc. will supply doggie crocs or shoes when necessary for the visit, but they are not for sale by Pawfields.
- Runs (road or trail): PetSitter and Pawfields Enrichment Group Inc. require a minimum of 5 dog walks before a 30-minute run can be scheduled. Runs are at the discretion of the Pet Sitter and Pawfields Enrichment Gorup Inc. and may be declined for various reason including but not limited to: inclement weather, safety concerns, or the environment.
- Pets must be current with their vaccines. See Pawfields' Vaccine Policy.

Aggressive Pets

- Pet Sitter/Pawfields Enrichment Group Inc. will not provide services to pets that have a history of aggression.



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- In the event that a pet becomes aggressive for any reason, services will cease and the pet will be returned to their home. Pet Sitter/Pawfields Enrichment Group Inc. will follow up with the Client and notify them of the incident. Requests for partial refunds will be reviewed on a case-by-case basis.
- If Pet Sitter is unable to calm or maintain control of the pet, Pet Sitter will attempt to contact the Client, and additional support from local agencies (i.e., animal shelter, handler, authorities) will be requested.

Deceased Pets

- If a pet is found deceased or if a pet dies during a visit, it is the policy of Pawfields Enrichment Group Inc. to contact the Client and transport the pet to their veterinarian for safekeeping.
- Pet Sitter is instructed not to leave deceased pets in a home without the Client present.

ADDITIONAL POLICIES

- No every other day visits for cats.
- Pet Sitter is instructed not to honor requests to "ignore the cat" or other pets in the household. A separate charge will apply for each pet in the household.
- No shared visits with other people or other service providers in the home during visits.
- Pet Sitter/Pawfields Enrichment Group Inc. does not "set in stone" the time for our visits. Arrival times will vary based on the following timeframes according to the part of day for a visit.

Early Morning: 7:00 A.M. to 10:00 A.M.

Morning: 10:00 A.M. to 1:00 P.M.

Afternoon: 1:00 P.M. to 4:00 P.M.

Evening: 4:00 P.M. to 7:00 P.M.

- In the event we are unable to provide services for the selected day and time for service we will attempt to reschedule the visit or apply a credit to the next visit.
- Pet Sitter uses enzymatic cleaners for any urine or fecal stains or mess.
- Pet Sitter will have a pet first aid kit on hand for every visit.



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- Pet Sitter will conduct a head-to-tail check of your pet(s) at least once each week of service.
- If there is inclement weather (such as wind gusts, heavy rain, lightning, tornadoes, hurricanes, extreme heat or cold), Pet Sitter/Pawfields Enrichment Group Inc. will adjust accordingly. Outdoor activities are suspended during inclement weather. Paid services that include outdoor walks/runs, outdoor play, or transport for appointments that cannot be completed due to inclement weather will be credited toward the next scheduled visit.
 - In the event of an evacuation order during a visit, Clients will be contacted and, if necessary, pets will be taken to the nearest pet-friendly shelter, and the Client will be provided information for their location and retrieval.
 - If a hurricane is projected to impact our service area, all services will be suspended during the time we anticipate being impacted by the storm. Pet Sitter/Pawfields Enrichment Group Inc. will work with Clients on best practices to prepare for a hurricane and establish contingency plans for care (if available).
- Clients must maintain a billable credit card on file. Payment is due when the reservation is confirmed and prior to the start of service. We accept all major credit cards (Visa, Mastercard, Discover, American Express) for payment. Weekly Subscription Plans require payment in full prior to the start of service. Monthly Subscription Plans require a 50% deposit when the reservation is confirmed; the remaining balance is due 14 days later. Unpaid balances will result in the suspension of any additional scheduled services. Accounts with balances not paid within 30 days of the invoice date will be considered delinquent and may be referred to a collection agency.

Last updated January 9, 2026