



# Waggs & Purrs Pet Sitting

“pets are happier at home”

## POLICIES

As with all professions, policies must be established and followed. Waggs & Purrs Pet Sitting is no exception. Please take time to read these policies and feel free to contact me if you have any questions. NOTE: All policies are subject to change without notice.

### Here's the poop...

**FEES:** For one 30-minute visit, up to 2 dogs and/or 2 cats, the fee is \$20.00 per visit. For a 60-minute visit, the fee is \$28.00 per visit. There is a \$5.00 fee for each additional pet.

**APPOINTMENT HOURS:** Consultation and assignment hours for visits are from 6am to 9pm, seven days per week.

**SCHEDULING:** Pet sitting assignments and consultation visits will only be scheduled when I am in my office. This eliminates lost information or confusing notes.

**OFFICE HOURS:** My office hours are from 7am to 7pm, seven days per week. Clients may contact me at any time by phone, text message or email. Messages and emails will be responded to at my earliest convenience. If a client leaves a voicemail, I will respond. I do not answer my phone when I am at a client's house, while walking a dog or while driving.

**HANDLING PAYMENTS:** Clients are required to pay for services in full BEFORE assignment begins. DAILY CLIENTS are invoiced monthly.

**ACCEPTED PAYMENT METHODS:** Clients may pay with cash or check. If a client prefers to pay via MC or VISA, an online invoice will be sent via email.

**REFUNDS:** Generally no refunds will be given for unused assignment dates because they were previously blocked out times for that visit. However, days will be credited to use during a future assignment.

**LATE ACCOUNTS & NSF:** A 20% late fee will be charged for late payments after 5 days of last visit. A \$25.00 charge will be added for all returned checks.

**CANCELLATION FEE:** Because your visit is pre-arranged and reserved for your pet, cancellations 24-hours or less before assignment begins will be charged a fee of \$20.00.

**PET IMMUNIZATIONS:** Pets who require walks outdoors, beyond their own yard space, must show proof of rabies vaccination with a tag on their collar – it's the law. Clients are responsible for keeping their pets' immunizations up to date.

**PET-ID:** Pets who will be outdoors during a pet sitting assignment must wear a collar with and ID tag with all updated, pertinent contact information.

**PET SAFETY:** Client is responsible for pet-proofing the home & yard, security fences, gates and latches. Waggs & Purrs Pet Sitting is not responsible for the injury, disappearance, death or fines of any pet with unsupervised access to the outdoors. Client shall supply the necessary, safe equipment/supplies needed for the care of their pet(s), such as harness, collar, leash, baby gates, etc.

**PET ILLNESS OR DEATH:** In case of a pet's illness or death, Waggs & Purrs will contact the client immediately and transport the pet to the client's veterinarian for treatment. If the veterinarian is not available or is too far away for the pet's condition to withstand, the pet will be taken to the nearest pet emergency veterinarian.

**PET SITTER EMERGENCY:** If an emergency arises, for whatever reason or unforeseen circumstances, and I cannot complete a visit, the client will be contacted as soon as possible to make other arrangements with client's back-up contact.

**ALTERNATE PET SITTER:** Out of courtesy for my clients, I will attempt to find a suitable replacement sitter if my schedule is booked or I am otherwise unable to complete an assignment.

**KEYS:** Client's home keys must be available and prepared for hand-off during the "Meet and Greet." Two identical keys are required, one being used as a backup. If the client would like the keys returned after an assignment, arrangements will be made for return. A \$10 charge will be added for key pickup and/or return.

Garage door openers will not be accepted as a sole means of entry to a home. If the electricity is out, there would be no means of access to the home.

All clients' keys and access codes will be handled with strict security measures at all times. When keys are not in use, they are secured in a locked, non-descript box. Keys are tagged and coded so as not to disclose the address for which the key is used.

**RESERVATIONS:** To reserve a pet sitting assignment, it is imperative that an initial consultation take place before the first visit. This is an opportunity for a pet assessment to be done and to fill out all the proper paperwork. No exceptions. Reservations are not held until payment is received in full.

**LAST MINUTE RESERVATIONS:** All last minute reservations are subject to availability.

**HOLIDAY SITTING:** A \$5.00 per day charge will be added for visits that included one or more of the following holidays: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Thanksgiving Weekend, Memorial Day Weekend, Labor Day Weekend, July 4<sup>th</sup>, Easter Sunday. All holiday pet sitting assignments are required to pay a 50% deposit in advance to guarantee availability.