

Policies and Procedures

The client agrees to the following:

1. **Liability Policies:**

- ❖ Whiskers & Tails Pet Sitting and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Whiskers & Tails Pet Sitting or its employees, unless arising from gross negligence on the part of Whiskers & Tails Pet Sitting. Client agrees to notify Whiskers & Tails Pet Sitting of any concerns within 24 hours of returning home.
- ❖ Whiskers & Tails Pet Sitting shall not be held responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- ❖ Whiskers & Tails Pet Sitting shall not be held responsible for any complications pets may suffer or actions of pets while they are unattended.
- ❖ Whiskers & Tails Pet Sitting or its employees shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Whiskers & Tails Pet Sitting to allow outside while Whiskers & Tails Pet Sitting is not there. This includes pets with doggie doors and outdoor pets. Whiskers & Tails Pet Sitting reserves the right to move an outdoor pet to shelter in the event of extreme temperatures/weather. Whiskers & Tails Pet Sitting is not responsible for damages/costs involved with this move.
- ❖ The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Whiskers & Tails Pet Sitting for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).
- ❖ All pets with electronic fences must wear their collars with fresh batteries. Whiskers & Tails Pet Sitting is not responsible for any animals that get out or inside of perimeter.
- ❖ Whiskers & Tails Pet Sitting will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet.
- ❖ Whiskers & Tails Pet Sitting does not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if client's pet should bite another person or animal.
- ❖ Whiskers & Tails Pet Sitting will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.
- ❖ Whiskers & Tails Pet Sitting does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- ❖ Client authorizes Whiskers & Tails Pet Sitting to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges.
- ❖ Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.
- ❖ Job sharing is not covered under our insurance. We can not be responsible for your pet or home if another service provider, friend or family member enters your property while we are not there.

2. **Cancellation Policy:** Cancellations must be received within 48 hours of scheduled visit or a cancellation fee of \$50 will apply. Whiskers & Tails Pet Sitting reserves the right to deny service or terminate service if job differs from original consult or if job poses safety concerns, financial concerns, or inappropriate or uncomfortable situations.

3. **Business Hours:** Business and visiting hours fall between the hours of 8 a.m. and 9 p.m. and services are usually completed during this time unless we are behind schedule. Whiskers & Tails Pet Sitting will not accept time specific calls as we can not guarantee specific times accurately. A three hour window is acceptable.

4. **Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via money order or cash only.

5. **Emergencies:**

- ❖ Client agrees to authorize Whiskers & Tails Pet Sitting to handle any emergencies that may arise. Whiskers & Tails Pet Sitting will make every effort to contact client, however client gives Whiskers & Tails Pet Sitting authority to act in the pet's/home's best interest and be available at an hourly rate of \$30.
- ❖ Whiskers & Tails Pet Sitting requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Whiskers & Tails Pet Sitting is not responsible for pets in these circumstances.

6. **Payment Arrangement:** Payment is expected before services are rendered. In the event of additional unforeseen visits or other costs (such as food, supplies, vet fees, etc.), payment is expected within 5 days of the completion of services or a late charge of \$20 will be applied.

By signing below the client fully understands and agrees to the contents of this 2 page agreement:

Client's Signature

Date