

Pet Sitting/Dog Walking Policies

Revised March 2011

Payment Policy/House Keys:

Payment is expected on or before the first scheduled visit. To be eligible prepaid dog walk/play time discounts, payment must be in full on or before the date on your invoice.

Payment is considered late if not received at the first visit. If you are on the monthly billing plan for dog walks/playtimes, payment is considered late if not received by the date on your invoice. Late fees may result as follows: The late fee for the monthly dog walk/playtime plans will be equal to the amount of your discount for the month or a minimum of \$20. For all others late payment will be \$20. Payments that are 30 days or later will result in termination of the pet sitter/client relationship, as well as payments that are repeatedly late.

If it is necessary to begin the collection process, you will be responsible for payment of any court and attorney's fees that GRF Pet Sitting & Dog Walking incurs.

If a check is returned for insufficient funds or if the bank automatically resubmits the check, there will be a \$30.00 returned check fee and/or a \$15.00 re-processing fee, dependent on how the bank handled the check. After 1 returned check your account will be put on probation. If a second check is returned I may terminate you as a client.

I retain house keys until your return and when payment is received. Most of my clients prefer I keep their key on file at my office in case of last minute reservations. This key service is free and can be cancelled at any time free of charge. If you wish to have your key returned, I will schedule a time that is convenient for both of us. I will not put your key "under the mat", put it under a rock or in a plant, and I will not return your key to anyone under the age of 18-and yes I may ask for I.D. I prefer not to mail your key to you but I will if we cannot agree on a time for me to return it in person. This is for your protection as well as my own. Please allow up to a week for me to return your key. The fee to pick up (after initial consultation) and/or return your key is \$10.

Last Minute Reservations:

Due to the increase in the number of "last minute" reservations, I am now charging an additional \$10.00 for these "emergency" visits. Please call prior to 6:00 AM on the day you will need me to avoid this charge. Please remember that I may not be available if you call last minute.

DO NOT call me after you have already left town. Doing so creates a stressful situation for me and can put the safety and security of your pets and your home in jeopardy. I also reserve the right to charge you an additional amount equal to half of your entire bill, (essentially time and a half) and you may be terminated as a client.

Cancellation/Notice of Return Policy:

Due to the increase in number of last minute cancellations, if you cancel with less than 24 hours notice you will be charged for 50% of the total cost of your pet sitting visits.

It is your responsibility to call and let me know you are home. If I have not heard from you, I will continue with visits to your home. This is for the well being of your pets in the event something has happened in which you may be delayed. If you are home and I show up, you WILL be charged for the additional visit.

If you are returning early or need to extend care visits, please contact me as soon as possible. This is especially important if you have dogs or pets on timed medications. My voice mail is on 24 hours a day. There are no charges for changes to your itinerary if I am already visiting your home.

Vaccinations:

I REQUIRE all cats, dogs and ferrets over the age of 6 months be vaccinated for rabies and I must have proof of vaccination (for dogs only) in my office. I strongly recommend all other vaccinations as recommended by your veterinarian. The only EXCEPTION is when your pet has health

problems, or if your veterinarian does not recommend vaccination. In that case I must have a letter of exemption from your veterinarian to keep in your file at my office. This letter of exemption simply has to say- "Fluffy is exempt from vaccines due to _____." and signed by any member of the veterinary staff.

Service Hours:

Normal service hours are 7:00 a.m. until 7:00 p.m. 7 days per week. My route is based on a circular path and homes with dogs or animals on timed medications are given priority and will be done first. I cannot guarantee the exact time I will be at your home; however, I can estimate a two hour window in which I will arrive.

Office Hours:

Monday to Friday 9:00 AM to 5:00 PM
Saturday, Sunday and Holidays 11:00 AM to 3:00 PM

Telephone Hours:

Telephone hours are 24 hours per day. All calls received before 5 PM Monday-Friday, and before 3 PM Saturday, Sunday and holidays will be returned on that same day, unless my voice mail gives you other instructions. All other calls will be returned within 24 hours. Always leave a message as I may return calls outside this time range.

Length of Visits:

Dog walks/playtimes are a minimum of 30, 45 or 60 minutes, depending on the service you requested. I refuse to take a dog for a "drag" and if the dog makes the walk unbearable by fighting the leash, choking themselves or not walking properly I will discontinue the walks. In this case I reserve the right to substitute the walk with a playtime. I may also do so if I feel it is unsafe to walk your dog due to weather conditions. Likewise, I reserve the right to substitute a playtime with a dog walk if your dog does not want to play.

If your dog is scheduled for a walk, and begins vomiting, having diarrhea or any other symptom of illness, we will return immediately. I will not force your dog to continue to walk as it can be very stressful for them and can create further health problems. This rule applies to playtimes also.

Pet sitting visits are 30, 45 or 60 minutes depending on the service you requested. Within this time frame I will feed, medicate, do LIGHT cleanup (see "Definitions" for definition), security check, bring in mail and paper, water plants and spend time with your pet(s). I WILL NOT force your pet to be petted or played with. I will make sure that dogs go outside to potty before I leave.

Weather Conditions:

During the summer, if the temperature is above 85 degrees, walks/playtimes may be shortened to prevent heatstroke. If you pet (s) are scheduled for a 45 or 60 minute walk, and timing is not critical, your pet (s) will be walked in either the early morning 8 AM to 10 AM or the late afternoon 5 PM to 6 PM in order to maximize the amount of time they can be walked. During the winter, if it is very icy outside walks and playtimes may be cut short so your pet doesn't suffer damage to their paws. Also, I reserve the right to substitute a dog walk with a playtime in inclement weather.

Adequate Supplies:

I require that you have enough food, medication and cat litter available while I am visiting your home. If I have to go get supplies for your pet there will be a \$30.00 fee in addition to the cost of supplies.

Food & Water:

I change drinking water at each visit. For pets that eat canned food, if the pet does not eat all the food by the next visit I will dump the old food out and replace it with new. This is done for the health of the pet as bacteria and pests could make the food unsuitable for consumption.

Litter Boxes:

I will change/scoop out cat boxes per your requested regimen, or at least once daily.

Sick Pets:

If you have a pet that needs to be monitored closely, I suggest you board your pet at their veterinarian. If your pet becomes ill during your absence I will make every effort to contact you before taking your pet to the vet. If I feel that the situation is an emergency and your pet may die or risk further injury, I will take them to the vet. If such a situation occurs I may not be able to call you before taking them in for treatment.

Shared Responsibility:

I prefer to be the only caregiver assigned to your home. If you wish family, neighbors or friends to share the responsibility I cannot guarantee the level of service I strive to provide. When others are involved it can get confusing especially with feeding and medicating. Also if I agree to share the responsibility with others and I show up to your home to take care of your pets and they have already been taken care of you will still be charged for that visit.

Notice of Others in Your Home:

If you will be having people stay at your home, anyone entering your property or you think a family member or friend will be "stopping by" for any reason, I require that you tell me in advance. I reserve the right to cancel your contract and discontinue service if I am not made aware of such a situation. These situations can be a personal safety issue for me as well as a safety and security issue for your pets and home. Keep in mind that I do not know these people-nor do they know me.

Explanation of Extra Charges:

Heavy cleanup (see Definitions) will result in additional charges.

If your pet becomes aggressive, starts biting or is otherwise difficult to medicate there will be a charge between \$2.00 and \$5.00 per medication interval. I try to be minimal on this because I know from being in the veterinary field that some animals are hard to medicate; however, for some pets I may need to devote extra time to making sure your pet gets medicated.

Also as outlined in the contract, if your pet requires a trip to their veterinarian during the vet's normal business hours a \$50.00 trip fee will apply. If your pet requires a trip to an emergency facility-including your veterinarian if outside the vet's normal business hours-the fee is \$75.00.

Natural Disasters:

In the event of any natural disaster such as earthquakes, volcanic activity, tsunamis, fire etc. my priority will be to check on and secure the homes of those clients that are on vacation and not within a 2 hour drive. If time allows and I can make it to your home, I will check on all others that I have on my schedule for the day. If your home is in such a condition that renders it unsuitable for your pets to stay, they will be transferred to your emergency contact. If you attempt to contact me, be aware that you may not get through or I may not be able to answer your calls immediately.

It is your responsibility to have an emergency contact that can take your pets and/or check on your home in the event of a natural disaster. The reality is that I may not be able to get to your home nor will I necessarily be able to contact you. For more information on the "why's" of this policy, feel free to contact me.

Definitions:

Light Cleanup: scooping of the litter box, picking up dog waste outside in the yard during the time I was there, sweeping up cat litter/dirt from the pets, washing pet

dishes/utensils, cleaning up “minor” accidents off the floor or furniture such as a hairball, small amounts or vomit or urine that can be cleaned with minor effort or solid waste.

Heavy Cleanup: any bodily fluid or waste that needs to be **scrubbed** off the floor or walls and any other incident in your home that may cause me to have to clean up more than would otherwise be routine or if it becomes necessary to bathe your pet.