



Four Paws Pet Sitting Services, LLC Guidelines and Policies

- 1. Pet Sitting** visits are 7 days a week beginning at 7:30 a.m. The latest regular visits are scheduled for 9:00 p.m., although bedtime visits are available for \$5 more until 10p.m.
- 2. Visit times:** Four Paws will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
- 3. Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. Four Paws will try to carry out your instructions to the best of our ability. The care we provide to our customer's pets and their safety is of primary concern but please understand safety for our sitter. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated. Please help us in having a neighbor with a key on your emergency contact list.**
- 4. Additional Pet Care Assistance and Other Scheduled Services:** We all want our pets to have all the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, Four Paws can not be held liable for any damages or problems that may arise as a result. Please inform us at the time of the consultation or booking of anyone who may have access to your home while you are away. This includes cleaning services, repair people, friends, family and neighbors. Four Paws does not accept liability for other persons who will be in your home during pet care and health services.
- 5. Vaccinations/Immunizations:** Four Paws requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations. If this is of concern to you, please discuss.
- 6. Unforeseen purchases:** Four Paws will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition a \$25 trip fee will be charged to the pet owner.
- 7. Pet waste:** Four Paws will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
- 8. Leashes:** All dogs will be required to be on leash during outdoor walks.
- 9. Medications:** Four Paws will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will** Four Paws service any pet that has any form of contagious illness. This is for the safety of other customers. If a Four Paws pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
- 10. Animal Behavior:** Animals behavior can be unpredictable. Four Paws does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a Four Paws provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Four Paws Pet Care provider or by the animals.

11. **Fences:** Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. **However, no fence system is totally secure.** Four Paws does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.
12. **Other dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
13. **House Cleanliness:** Four Paws will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, Four Paws will charge a reasonable fee for clean up time.
14. **Privacy Policy:** All of your information will be kept private and confidential. Four Paws highly respects our clients' entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor that while you are away, Four Paws will be caring for your pets and your home.
15. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
16. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, Four Paws will adjust the thermostat. This is to ensure the health and comfort of your pets and during our time of service.
17. **Early Returns/Last minute Changes:** It is not unusual for trip plans to change at the last minute. However, please understand that Four Paws carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, there are no refunds.
18. **Cancellations:** Most of our commitments are made weeks in advance. Several days before your visits, the sitter picks up your key from the office and reviews your profile. Therefore we have set the following guidelines regarding cancellations for vacation visits. If canceled eight (8) or more days in advance, there is no charge and if payment has been made will be refunded. Cancellations between three (3) to seven (7) days, will be charged a 20% cancellation fee. If payment has been made on this, then an 80% refund. Cancellations within two (2) days will incur a 100% charge and no refunds. Overnight visits are subject to a 100% charge if canceled less than a week prior to the first visit.
19. **Cancellations for Mid-Day Service:** A 24-hour notice is required prior to the next scheduled visit. Otherwise payment is due for the time originally agreed upon. Recurring clients must cancel prior to 9 am for sickness and a credit will be issued.
20. **Termination of Mid-Day Service:** Please provide Four Paws with a full week notice in the event mid-day service is no longer needed. If a week notice is not provided, payment is due for the service originally agreed upon.
21. **Keys:** We ask for 2 keys at the time of the consultation. Most people want us to keep the keys on file as part of our Ready key program. This ensures we have the key for future visits and avoids key pick up and drop off charges of \$18 per trip. We can also return keys by mail for a \$5 charge. We are not liable for a lost key in the mail.

We will not leave a key inside as your trip could be delayed. Hiding keys outside is also not an acceptable solution. We ask for 2 keys so we always have a back up in the office for any emergency situation that may arise. If a garage code is offered to gain entry to your home, it must be followed up by a key to your home in case of malfunction or power outage. In the event that Four Paws is required to employ a locksmith to gain entry into a client's premises due to the malfunction of the lock, or failure of Client to provide a functioning key to Four Paws, it shall be the responsibility of Client to reimburse Four Paws for all costs incurred. The Client expressly gives the authority to employ a locksmith on Client's behalf in the event of the aforementioned situation(s).

22. We also have a lock box program where we can attach a lockbox to a side door or some other agreeable location where the key will remain. The costs of this program is \$35 that includes placing the box with the key during the consultation and the pick up to remove the lockbox and return your key when you no longer want services. We do not give the client the code so we can ensure the key will be there.
23. **Payment:** Four Paws accepts MC, VISA, Discover and AMEX. **Payment is due 3 days prior to the first visit or 7 days for Holiday visit.**
24. **Late Payments:** There is a 3% late charges fee for all late payments. **Payments are considered late if not received at the time of the first visit.** There is a 10-day grace period following the date of the last visit before 3% late fees are charged.
25. Updates: Please provide us with any changes regarding your pets' care and other pertinent information. This would include your emergency contact, a change in the number of pets, a change in veterinarians, change in food, etc. You may do this on Leash Time where you registered or by email to lois@4PawsPetSitting.com.

I have read, understand and agree to the policies and guidelines of Four Paws Pet Sitting Services, LLC).