



Your Pets' Pal
Pet Sitting & Taxi Services
(770)905-5083
www.yourpetspalnow.com

Our Pawlicies

Reservations / Cancellations

- Please make your reservations as far in advance as possible. Our schedules become crowded, especially at holiday time. Your Pets' Pal Pet Sitting requests at least 48 hours notice prior to client's departure. If reservations are not confirmed 2 days or forty-eight (48) hours in advance, we may not be able to provide service. Your Pets' Pal Pet Sitting is not an emergency or on-call service. Service will not be provided unless client has spoken directly to Your Pets' Pal Pet Sitting and reservations have been accepted.
- Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled. Clients will not have to pay for scheduled special services not performed. Your Pets' Pal Pet Sitting will not issue a refund if client returns home early, but Your Pets' Pal Pet Sitting will apply a credit to client's account for future use. The day you return will be charged at full price and all other days will be credited to your account.
- 48 hour notification is requested for cancellation of services. You may cancel service by calling or texting Your Pets' Pal Pet Sitting at any time. Your Pets' Pal Pet Sitting gives each individual client their own time slot and does not over book clients. In fact, we may have turned down potential clients that could have filled your slot. We understand that emergencies happen and will be more than willing to work with you under those circumstances. This policy applies to all scheduled services.

Payments / Fees

- Payment is always due in advance and can be left for pick up on the first visit. We accept checks or cash. Please make checks payable to Tina Moseley or Your Pets' Pal Pet Sitting. This policy will be waived on your first visit to ensure that you are 100% satisfied with our services.
- There is a \$36 fee for each check that is returned.

Visits

- Unless other arrangements are made, all visits are scheduled between 7:00 AM and 11:00 PM. Once a day visits are made at approximately the same time of day depending on our pet sitting schedules. If you need to schedule visits at a specific time, please discuss with us.
- All visits last at least half an hour, often longer. Shorter visits occur only when that seems best for your pet. For example, if we complete all our duties within twenty minutes and your pet does not want to be social or loved on, we may leave at that point because we can't do more for your pet. In very rare instances some animals may be reclusive and prefer we leave as quickly as possible. We do what is best for you and your animals.
- To ensure the health and safety of your pet, we must see ALL animals at least once a day, including

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outdoor animals. Dogs must be visited at least twice a day. We can make up to 4 visits daily and are available for overnight stays with enough notice. Visits are spaced evenly throughout the day. For example if you schedule 2 visits a day, visits are spread approximately 12 hours apart; 3 visits a day are scheduled 8 hours apart, and so on.

- Your Pets' Pal Pet Sitting does not job share. We must be the only care takers for your pet while you are away. Please do not ask friends/neighbors/co-workers to come into your home to care for your pets. Our insurance does cover others in the house. Many people like to include neighbors, relatives, and friends in pet sitting arrangements. These well-intentioned actions may cause confusion during a shared responsibility pet sitting assignment. Common problems include overfeeding, missed feedings, improper dosing of medication and supplements, unlocked doors, property damage/loss, and lost keys. Your Pets' Pal Pet Sitting is not responsible or liable for pet care/health, any duties missed, or property damage/loss with other caregivers outside of Your Pets' Pal Pet Sitting. Please be advised that we reserve the right to decline the assignment unless we are completely comfortable with the arrangements made.

Keys / Security Issues

- Your Pets' Pal Pet Sitting requires 2 sets of keys. A permanent set remains securely at our office for use in case of an emergency. In the unlikely event that Your Pets' Pal Pet Sitting is locked out of your house, we will have a spare key and will always be able take care of your pet(s). Your keys are never marked with your personal information and are not kept with your folder, so no one can identify keys with clients. We make every effort to keep your personal information safe and secure. We prefer to keep your keys on file; however, if you wish to have your keys returned after the pet sitting assignment, we will make arrangements ahead of time to return your keys. We return keys without charge. However, if keys are not left on file with us, after the first pet sit visit, Your Pets' Pal Pet Sitting charges \$10.00 to pick up your keys to provide pet sitting services.
- Your Pets' Pal Pet Sitting does not accept garage door openers as a permanent access into homes. Our number one priority is your pet(s). Garage doors do not work in the event of a power loss. Therefore we will happily go through garages but will also need a key to the house.
- Your Pets' Pal Pet Sitting will double check to make sure *all doors are locked upon departure*. All doors (including garage door) will be locked. If you do not want any of these doors to be locked please note this on the Client Information form under Home Services.
- Your Pets' Pal Pet Sitting is not responsible or liable for any house key(s) or garage remotes left outside at client's request. Your Pets' Pal Pet Sitting is also not responsible for any events that occur while someone else is in client's home during the duration of Your Pets' Pal Pet Sitting service or for any damage to or loss of property from unauthorized entry. Your Pets' Pal Pet Sitting accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- Your Pets' Pal Pet Sitting is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Your Pets' Pal Pet Sitting accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.

Client Responsibilities

- Client must have legal rights to place the animals in the care of Pet Sitters. Your Pets' Pal Pet Sitting cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s). The terms of this document apply to all the pets owned by the client, including any and all new pets that the client obtains on or after the date this document was signed, at any and all locations the owner designates for service.

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- Client is responsible for pet-proofing house and yard, and the security of fences/gates/latches. Your Pets' Pal Pet Sitting will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors. If you have an animal that has access to or is allowed outside unattended or unconfined, we cannot be responsible if your pet escapes or does not return home. If you have a fenced-in yard for your pet, you must maintain the integrity of the enclosure to ensure that there is no way for your pet to jump, dig, or fit through any part of the fence. All gates and latches must be in proper working order. We recommend all gates to be padlocked.
- Your pet must be current on vaccinations or titers. Current paperwork must be submitted for our records. We must be advised of any contagious illnesses prior to beginning the assignment to ensure the safety of all animals under our care. Client shall pay all costs and damages incurred by any party bitten or injured by your pet(s) or exposed to an illness carried by your pet(s). Client agrees to indemnify, hold harmless, and defend Your Pets' Pal Pet Sitting, in the event of a claim by any person injured by the pet(s).
- Client is responsible for providing the necessary supplies needed for care of their pet(s) such as food, litter, etc. In the event that Your Pets' Pal Pet Sitting must purchase supplies during your absence, a trip fee of \$25 will be added to the bill. This charge is in addition to the actual cost of any food or supplies purchased.
- Client agrees to notify Your Pets' Pal Pet Sitting of any concerns within 24 hours of return.
- PLEASE REMEMBER TO CALL OR TEXT WHEN YOU RETURN so we know you are home safe and no additional visits are needed for your pets. If we do not hear from you and we make a visit after your return, you will be charged at regular rates for that visit.
- Please make sure all front porch lights are in good working condition. It is unsafe for us to come to a dark front door or foyer. Adequate lighting is a crime deterrent for you and safety for us. Lights will be left on outside and inside for the sitters safety. Please make sure that all front porch and entry way lights are working.

Emergencies

- In case of an emergency, Your Pets' Pal Pet Sitting has the authority to seek medical treatment for any and/or all of my pets. I agree to reimburse Your Pets' Pal Pet Sitting for all expenses incurred, plus a medical emergency transport fee of \$50. I understand that every effort will be made to contact me prior to treatment. Please see the Veterinary Treatment Authorization for more information.
- In the event of personal emergency or illness of Your Pets' Pal Pet Sitting personnel, client authorizes Your Pets' Pal Pet Sitting to arrange for another qualified person to fulfill responsibilities as set forth on this contract. Attempts will be made to notify client about changes beforehand.
- Your Pets' Pal Pet Sitting is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, Your Pets' Pal Pet Sitting will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Your Pets' Pal Pet Sitting within 14 days.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". Your Pets' Pal Pet Sitting will make every attempt to keep all appointments. We are just as concerned for the health and safety of your pet(s) and home as you are! However, when it is unsafe to travel because of icy roads, heavy snow, destruction from tornadoes, etc., visits may be delayed or postponed. To ensure that your pet(s) are cared for under

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these circumstances you must have a contingency plan with a neighbor, friend, or relative. Please submit this information before you leave on your trip.

Miscellaneous

- Your Pets' Pal Pet Sitting is not responsible for wilted, dead or otherwise unhealthy plants. Your Pets' Pal Pet Sitting will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. *Please place all indoor plants together on a waterproof surface in plain sight*, as your pet sitter is not responsible for water damaged areas or missed plants.
- Your Pets' Pal Pet Sitting reserves the right to terminate this contract at any time if the pet sitter, in his/her sole discretion determines that client's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the client authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Client.
- If you have a dog that we cannot touch on the consultation, we will require a re-visit when the owner is not home. If we cannot touch your dog and they become ill there is no way to get them proper veterinarian attention. We do not pet sit for households that have separate dog packs or whose pets are aggressive toward humans. If you have an aggressive or territorial breed, we may need to come out for trial visits prior to the assignment to determine if the dog(s) will accept our care without you at home. If you have a pet that is aggressive toward people and does not like people in the home, the best possible place for them is a boarding facility or with someone they know. Your Pets' Pal Pet Sitting shall not be liable for the acts of one pet against another or for property damage caused by client's pet(s).
- Every effort will be made to make your pet's in-home vacation as comfortable and stress-free as possible. However, some animals experience a certain amount of distress and anxiety when left alone for an extended period of time, or if their normal daily routines are changed. Your Pets' Pal Pet Sitting shall not be liable for the acts of one pet against another or for property damage caused by client's pet(s).
- Your Pets' Pal Pet Sitting agrees to provide services stated in this contract in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against Your Pets' Pal Pet Sitting except those arising from negligent and willful misconduct on the part of Your Pets' Pal Pet Sitting.
- I authorize this contract to be valid approval for services so as to permit Your Pets' Pal Pet Sitting to accept all future reservations and enter my home without additional signed contracts or written authorizations. Client's signature on this contract shall bind client to the terms contained herein for all future services provided.
- Client has read this agreement in its entirety and fully accepts its terms and conditions.

Client Signature _____ Date _____

Your Pets' Pal Signature _____ Date _____

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Changes and/or updates have been made to this contract: _____

Client Signature _____ Date _____

Your Pets' Pal Signature _____ Date _____

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