



## In-Home Pet Sitting Guidelines and Policies

(405) 269-1590

- 1. Pet Sitting** visits are 7 days a week beginning at 7:00 AM until 7:00 PM. Bedtime visits up until 10:00 PM can be arranged.
- 2. Visit times:** Whiskers2Tails Pet Care 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:** In the event of inclement weather, Whiskers2Tails Pet Care has requested on your Service Agreement the name and phone number of a person living nearby. If Whiskers2Tails Pet Care is physically unable to reach your home due to impassable roads, we will contact this person to request assistance. Your pets' health and well-being is our utmost concern. **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 it 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.**
- 4. Confirmation Call (Prior to out-of-town-Departure):** Whiskers2Tails will make a confirmation call or e-mail no less than two days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by Whiskers2Tail Pet Care (please do not depart town with out this). This is to ensure your pet's needs are carried out as intended.
- 5. 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, Whiskers2Tails Pet Care 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 of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family and neighbors. Whiskers2Tails Pet Care does not accept liability for other persons who will be in your home during pet care and health services.
- 6. Vaccinations/Immunizations:** Whiskers2Tails Pet Care requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations.
- 7. Unforeseen purchases:** With your authorization, Whiskers2Tails Pet Care 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 upon client's return.
- 8. Pet waste:** Whiskers2Tails Pet Care 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.
- 9. Leashes:** All dogs will be required to be on leash during outdoor walks.
- 10. Animal Behavior:** Animal behavior can be unpredictable. Whiskers2Tails Pet Care does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a Whiskers2Tails Pet Care 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 Whiskers2Tails Pet Care Pet Care provider or by the pet owner's 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.** Whiskers2Tails Pet Care 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:** Whiskers2Tails Pet Care will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies.

14. **Privacy Policy:** All of your information will be kept private and confidential. Whiskers2Tails Pet Care 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, Whiskers2Tails Pet Care 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. This is to ensure the health and comfort of your pets.
17. **Early Returns/Last minute Changes:** It is not unusual for trip plans to change at the last minute. However, please understand that Whiskers2Tails Pet Care carefully schedules our time to service you and our other clients. Therefore, please call immediately upon your return home, no matter the hour (leave a message). Otherwise, I will continue visiting to assure the safety and well-being of your pets. If we make a trip and find you home, the regular per visit charge applies.
18. **Cancellations:** Whiskers2Tails Pet Care requires a full 72 hour notice prior to the time of the first visit. Failure to provide notice in less than 72 hours will result in a \$10.00 cancellation fee payable by the pet owner.
19. **Holiday Cancellations:** With the exception of severe weather, life threatening emergencies or a death in the family, Any cancellations prior to a major holiday; ie: Christmas, New Years, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day and Thanksgiving **with less than a four day notice** will result in 50% of the total invoice for scheduled pet care to be paid. We request your understanding that Holiday travel is a peak service time for pet care.
20. **Keys:** After your first service, please consider letting Whiskers2Tails Pet Care retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept in a secured lock system and are coded for customers' confidentiality.
21. **Emergencies:** Everyone has them! Feel free to call if an unexpected need arises; while we will make every attempt to accommodate your needs, availability on short notice is dependent on my current schedule. Whiskers2Tails Pet Care networks with other area sitters for this reason and if we can't fulfill your emergency pet care needs we will try to help you contact a competent professional pet care provider who can. I will carry a copy of YOUR emergency contact form with my daily log (your name + contact's name and phone number) in the event I have an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pets care continues uninterrupted.
22. **Future Services.** I authorize this agreement to be valid approval for future services so as to permit Whiskers2Tails Pet Care to accept my telephone or email reservations and enter my home without additional signed service agreements or written authorizations. \_\_\_\_\_(Initial)
23. **Payment:** Whiskers2Tails Pet Care accepts cash or checks. **Payment is due at the time of or prior to the first visit.** Returning clients can post-date a check for the date of their return. Please make all checks payable to Whiskers2Tails Pet Care.

I, \_\_\_\_\_ have read, understand and agree to the policies and guidelines of Whiskers2Tails Pet Care. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Whiskers2Tails Pet Care.

**Pet Owner**

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Whiskers2Tails Pet Care**

Signature \_\_\_\_\_ Date \_\_\_\_\_