

Prince William's Paws 4 Claws Pet Sitter, LLC

Policies & Procedures

Terms & Conditions

Service Agreement

Meet & Greet Consultation/Online Scheduling Service:

For first time clients, prior to scheduling service with **Prince William's Paws 4 Claws Pet Sitter, LLC** you will need to set up a profile in our online scheduling service. The online service is used to schedule services, maintain pet profiles, house care notes, veterinarian information and much more. You will be responsible for keeping your online profile up-to-date.

Please go to the following website link to set up your profile: <https://www.powerpetsitter.net/Login.aspx?bid=1250>

Once your profile is created, we will need to schedule a Meet & Greet consultation. At the Meet & Greet, we will discuss scheduling, pet care requirements, meet all pets, answer questions, obtain necessary paperwork, etc.

At the Meet & Greet, the client must provide:

1. Two (2) keys to your home (Please test the keys prior to the Meet & Greet Consultation)
2. Copies of current vaccinations for all pets (We will keep these copies for our records)
3. \$25.00 New Client Processing Fee
4. Signed Service Agreement
5. Signed Veterinary Release Form

Keys:

All keys are coded with an alpha-numeric code. Your name, address, telephone number and pet's names will never be associated with your keys. We keep one key on our service ring during service periods and maintain keys in our secure lock box.

All clients will be enrolled in our "Ready Key" program, unless otherwise discussed. If you do not want to be enrolled in this program, a pick-up/drop-off charge of \$15.00 per instance will apply for each instance of obtaining or returning your keys. It is your responsibility to contact us to schedule the return of your keys and this will be scheduled based on our availability.

Supplies:

You are required to provide all supplies for your pets, including; collars, leashes, food, medication, pick up bags, cat litter, towels, treats, cleaning supplies, and any other items necessary to provide consistent quality care for your pets. Please also leave out items such as spoons/forks, can openers, measuring cups, paper towels, brooms, trash bags, syringes, etc. and other items which may be needed.

House Care:

We will do our best to clean up any messes or accidents by your pets in your home, however we will not be liable or responsible for any damage done to your home, carpet, flooring, etc. for said messes or accidents.

If a problem arises such as a pipe rupture, flooding, fire, break-in, loss of air conditioning, etc., we will make every effort to contact you and follow your instructions for how to handle any of these issues. If you are not able to be reached or if immediate action is necessary for the health, safety, and welfare of the pets, we will make reasonable accommodations for the pets and for scheduling the repair. If there are any costs incurred, you agree to reimburse us for any and all costs related to the care of your home and your pets and will hold us harmless for any work done by others.

Animal Health/Behavior, Vaccinations, Liability and/or Refusal of Service:

Since animal health and behavior can be unpredictable, we reserve the right to refuse service or discontinued service for animals that have aggressive tendencies, a contagious illness and/or could otherwise harm or do harm to others. All pets must be current on their required vaccinations. We will not be held accountable, liable or responsible for any pet that is not properly vaccinated, exhibits aggressive tendencies, and because of such does harm to any other person or animal. We also reserve the right to refuse service or discontinue service if any pet is not properly vaccinated or exhibits aggressive tendencies.

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Scheduling & Visit Times:

Scheduling is on a first come, first served basis and we will do our best to accommodate your scheduling needs. **Prince William's Paws 4 Claws Pet Sitter, LLC** will provide service at the requested times as closely as possible. However, if an unforeseen situation occurs, the times service is provided may vary.

We schedule service in these time blocks:

AM Visits – 7:00am-10:00am

Midday Visits – 10:00am-3:00pm

Dinner Visits – 3:00pm-7:00pm

Evening Visits – 7:00pm-9:00pm

Overnight Visits – 8:00pm-7:00am

Boarding Services are based on a 24 hour period

Cat Visits (Anytime, unless scheduled medication is required)

Confirmation (Prior to out-of-town departure):

Prince William's Paws 4 Claws Pet Sitter, LLC will contact you via text, email and/or phone no less than two (2) days prior to each departure in order to confirm all information is still correct (service dates/time, contact numbers, emergency contact information, etc.). We require this message be returned and confirmed prior to your departure.

Confirmation (After Final Scheduled Pet Visit):

Prince William's Paws 4 Claws Pet Sitter, LLC will contact you via text, email and/or phone that we have completed the final scheduled service visit for your pets. We also require you to contact us via text, email and/or phone upon your arrival home to ensure continued care for your pets.

Cancellations (Please read the entire cancellation policy):

For Pet Sitting, Vacation, Weekend, Holiday & Boarding Clients – AT LEAST seventy-two (72) hours notice is **REQUIRED**. We are a very busy pet sitting company and since we schedule on a first come, first served basis, we may turn away service requests in order to ensure we provide quality pet care for your pets. In the event proper notification is not provided, a cancellation fee of \$50.00 will apply and the 50% deposit may be forfeited

For Midday Clients:

All regular midday clients will be allowed one schedule change, edit or cancellation per month, after that the following will apply:

1. If the additional change(s) can be rescheduled to another day, Monday through Friday, no additional fee will apply.
2. If the additional change(s) results in a cancellation of service and cannot be rescheduled, a \$5.00 administrative charge will apply.
3. Please provide at least twenty-four (24) hours notice for any cancellation. We **REQUIRE** you to contact us no later than 8:00 am on the day service was originally scheduled for any cancellation. In the event proper notification is not provided, a cancellation fee of \$35.00 or the regular pet visit fee, whichever is less, will be charged for the cancelled visit.

For midday scheduling, we enter the dates on our schedule on the 25th of the month for the next month of service. For those clients whose schedule changes monthly, we will send out a reminder request on the 25th for any edits to the regular schedule. Once the monthly schedule is set, the above policies will apply.

Early Return:

Prince William's Paws 4 Claws Pet Sitter, LLC carefully schedules our time to service your needs as well as the needs of other clients. We will do our best to accommodate any last minute changes to your schedule. If you go on your vacation, holiday or weekend, but return home earlier than scheduled, you will be charged the full amount for the entire scheduled service. We will not offer any refund or credit for visits which are not done due to your early return.

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Inclement Weather:

We will use our best judgment while caring for your pets during periods of inclement weather. In the event of inclement weather, we will do the following to ensure pet care continues; (1) Every effort will be made to get to your home in a timely & safe manner, (2) the service schedule may be changed, interrupted, or altered due to weather circumstances, (3) if it is not possible for us to get to your home safely, your emergency contact will be notified, (4) you will be notified if any contingency plans need to be implemented.

Emergency Contact:

We have requested the name & phone number of a person living nearby who has access to your home. This person should live or work close enough to your home to walk if roads are impassible. If we are unable to get to your home, we will contact this person to request their assistance to care for your pets. This person should also have a key to your home. (Note: access only through a garage door is not sufficient as this will not provide access to your home in the event of a power outage).

Shared Service:

Prince William's Paws 4 Claws Pet Sitter, LLC does not provide "shared" service. Shared service is where clients have friends, relatives, neighbors or other pet sitters caring for their pets at the same time we are providing pet care. Shared service is a huge liability for our company and our staff. You may have friends, relatives or neighbors come in to check on your house and pets while we are providing service, however, we WILL NOT BE liable for any damages to your home or harm to your pets for the duration of our pet care service period.

Other Individuals with Access to Your Home:

We understand that you may have relatives, neighbors, house cleaning services, repair services or other individuals that could have access to your home while you are away or at work. **Prince William's Paws 4 Claws Pet Sitter, LLC** will NOT BE liable or responsible for any damages incurred to your home or harm to your pet by any person or business that has access to your home. Please notify us if there will be anyone with access to your home while you are away. Also, please notify these individual and/or businesses that we will be providing pet care at your home while you are away.

Unsecured Pets:

Prince William's Paws 4 Claws Pet Sitter, LLC will NOT BE held responsible or liable for free-roaming outdoor pets or pets left in backyards. This includes pets that have access from the house to the outside through a pet door.

Holidays:

For Pet Sitting, vacation, weekend, holiday & boarding Clients - There will be a \$25.00 fee in addition to regular per visit fees charged for services on the following holidays or holiday weekends; New Year's Day/Eve, Martin Luther King, Jr. Day, President's Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day/Weekend, and Christmas Day/Eve. Please note this includes any portion of a holiday weekend.

For Midday Clients – We do not provide regular midday walks on any of the above mentioned holidays unless prior arrangements have been made.

Subcontractors & Employees of Prince William's Paws 4 Claws Pet Sitter, LLC

We are currently expanding our business and the use of subcontractors and/or employees has become a necessity.

We perform an ADP background screening on all individuals working for our company. We will not allow any subcontractor or employee to enter your home without first going with them to meet your pets, show them where all necessary supplies are located and discuss all care requirements each pet may have. We will notify you in the event we need to bring a subcontractor or employee into your home.

Each subcontractor or employee will be provided with one (1) copy of your house key (and home/garage code, if applicable) so they are able to enter your home and care for your pets. The 2nd key will remain in the secure lock box in our office.

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Social Media:

We use social media to communicate with our clients. We also will occasionally post pictures of client's pets on these media website. We will not post pictures which have house numbers, addresses, maps, locations or any other identifying information. For your protection and privacy, we will not "tag" you in any of these photos. We welcome you to participate with any posts of your pets. Do you give us permission to post pictures of your pets on social media? **Yes** _____ **No** _____

Use of Security Cameras:

We understand protecting your home is of the utmost importance to you. We will do everything possible to ensure your home stays secure while you are away. We REQUIRE you to notify us if you use any form of security cameras or video surveillance monitoring which monitors either the interior or the exterior of your home.

Do you have any form of security cameras which monitor the interior of your home? **Yes** _____ **No** _____

If yes, where are they located? _____

Do you have any form of security cameras which monitor the exterior of your home? **Yes** _____ **No** _____

If yes, where are they located? _____

If you do not have security cameras at this time, but begin using them in the future, you agree to notify us if you begin using security cameras in the future. _____ (Initial here)

If you use or begin using security cameras, please know we consider it an invasion of OUR privacy if you post any video of us while at your home on the internet or any social media website. By signing below and initialing here, you agree to obtain our permission prior to posting any captured video of us on the internet and/or social media website. _____ (Initial here)

Returned Checks:

There will be a \$32.00 fee for each check returned by the client's bank. Future payments may be required to be paid in cash.

Invoicing/Payment/Late Payments:

Midday Dog Walking Clients - We invoice regular midday clients at the end of each month. Payment terms are Net 10 days from the date of invoice. A 5% late fee will be assessed after 10 days if the invoice is not paid. If payment is late, midday dog walks may be interrupted until payment is made.

Prepayment for Services:

Pet Sitting, Vacation, Weekend, Holiday & Boarding Clients - Beginning with services booked on or after January 1, 2016, I will be transitioning to a prepayment system for all pet sitting, vacation, weekend, holiday and boarding services.

Note: Regular midday services will be invoiced separately as usual at the end of each month.

When booking pet sitting, vacation, weekend, holiday or boarding services, I will verify the dates and times needed and enter this into the online scheduler. Once entered, I will send out the invoice. In order for the scheduled service to be CONFIRMED, a 50% deposit will be required at the time the service is booked. Full/final payment for services will be due on or before the FIRST day the scheduled service begins.

All invoices are sent via email. A valid email address is required for all clients. Please provide the email address where you would like your invoices sent: _____

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AUTHORIZATION:

1. I, _____, authorize **Prince William's Paws 4 Claws Pet Sitter, LLC** to obtain any emergency veterinary care that may be necessary during the time spent with my pet(s). I accept responsibility for any charges related to this emergency care. I also authorize **Prince William's Paws 4 Claws Pet Sitter, LLC** to utilize an alternative veterinarian in the event my regular veterinarian is unavailable. I understand every effort will be made to contact me prior to obtaining emergency care. A separate Veterinary Release Form has been provided & signed.
2. **Prince William's Paws 4 Claws Pet Sitter, LLC** accepts no responsibility for security of the premises or loss if other individuals have access to your home. Pet care will be performed only by an employee or independent contractor of **Prince William's Paws 4 Claws Pet Sitter, LLC** during all assignments; I have given **Prince William's Paws 4 Claws Pet Sitter, LLC** keys to my home and have granted access to my home so that scheduled dog walking, pet sitting and house sitting services may be performed.
3. **Prince William's Paws 4 Claws Pet Sitter, LLC** agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against **Prince William's Paws 4 Claws Pet Sitter, LLC** beyond any available insurance coverage limits. Client agrees to notify Sherrie Smith, Owner of **Prince William's Paws 4 Claws Pet Sitter, LLC** of any concerns within 24 hours.
4. **Prince William's Paws 4 Claws Pet Sitter, LLC** will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
5. Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the client's pet(s). Client agrees to indemnify and hold harmless **Prince William's Paws 4 Claws Pet Sitter, LLC** in the event of a claim by any person injured by the client's pet(s).
6. **Prince William's Paws 4 Claws Pet Sitter, LLC** accepts responsibility for properly securing pet(s) before leaving, in a manner specified by the client (crate, free roaming, or confining with a barrier/gate). **Prince William's Paws 4 Claws Pet Sitter, LLC** will not be liable for any damage done by the animal when it has been secured as requested. This includes events such as a dog breaking out of a crate, a free roaming animal destroying items/property, or a dog which disables or jumps over a barrier.

Non-solicitation of Prince William's Paws 4 Claws Pet Sitter, LLC Team Members

When entering into an agreement for services with **Prince William's Paws 4 Claws Pet Sitter, LLC** you agree not to solicit for hire any staff member introduced to you by **Prince William's Paws 4 Claws Pet Sitter, LLC** for any pet care related services. We spend a lot of time and resources finding, interviewing, conducting background and reference checks, and training our team members. When hired, they sign an agreement barring them from performing any pet related service for any of our past or present clients. However, if you do wish to employ a staff member directly, please discuss this matter with **Sherrie A. Smith, Owner of Prince William's Paws 4 Claws Pet Sitter, LLC**. If you are found to have solicited one of our staff, please be advised that our referral/training fee is \$1,500.00 per hired team member. Payment is due within 30 days from the date on the invoice. We consider our team members our most valuable asset and charge accordingly.

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These Policies & Procedures, Term & Conditions are subject to change. A copy of the current terms and conditions are always available on our website, www.pwpetsitter.com.

I have read the terms of this agreement and agree to all conditions stated herein.

Client Printed Name

Date

Client Signature

Sherrie A. Smith, Owner/Prince William's Paws 4 Claws Pet Sitter, LLC

Date

Signed