

POLICIES AND PROCEDURES

Payment: Services must be paid in full at the time of booking or on the first day of the scheduled booking. Cash and check are accepted methods of payment. Holidays must be paid at the time of the booking.

Cancellations: The Pet Nanny understands your plans may change and we will give credit or refunds for cancellations with more than 9 days notice.

0-48 Hours Notice: No Refund

3-7 Days Notice: 80% Refund

8+ Days Notice: 100% Refund

Exception: If you are a daily dog walking client, there is no charge if your visit is cancelled by 9:00 a.m. Email or phone message must be time stamped by 9:00 a.m. that day

Holiday Cancellations: Please understand that we receive more requests for reservations than we can often handle during the above holiday time periods and we may have turned away other clients because we have reserved time for you. If you cancel a holiday service, there is no refund available. Any service schedule over the following holidays fall under this cancellation policy: New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

Visit times: Pet Sitting visits are available 7 days a week beginning at 7:00 am until 9:00 pm. We will do our very best to arrive at the requested times.

Morning Visits 7:00 am – 9:00 am

Mid-day Visits 11:00 am – 2:00 pm

Afternoon Visits 3:00 pm – 5:00 pm

Evening Visits 7:00 pm – 9:00 pm

Overnight Visits 7:00 pm – 7:00 am

Leash Policy: For the safety of the pet and The Pet Nanny, we do not allow dogs off leash unless it is in a secured environment.

House Keys: The Pet Nanny must have two sets of keys at the time of the booking or a \$5 charge is applied to make an additional copy. Key drop off or pickup is \$15. Garage codes are not a substitute for keys.

Returning Home: Upon your return home, remember to call, text, or email The Pet Nanny so we do not continue to check in on your loved ones. We all know that planes are delayed, plans change, and unforeseen circumstances happen every day. So unless we hear from you we will continue to take care of your pets at your regular rate.

_____ Initial Here that you understand and agree to The Pet Nannys Policies and Procedures

_____ Initial Here. I give you permission to use video or photos of my pet companion as a testimonial or in The Pet Nanny's advertising and marketing.

SERVICE AGREEMENT

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

1. The Pet Nanny 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 The Pet Nanny, its employees or assigns, except those arising from proven negligence of the pet sitter.
2. There will be a \$25 service charge for each returned check.
3. Cancellation Charge Schedule (% applies to entire service period total):
 - 0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - 2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
 - 8 days** prior to service or more: No charge, refund in full.
4. Client takes full responsibility for prompt payment of fees. A finance charge of 1.5% per month will be added to unpaid balances after thirty (30) days. In the event it is necessary to initiate collection proceedings on this account, Client will be responsible for all reasonable attorney's fees and costs of collection.
5. Reservations are made to plan sitter availability. Clients returning home early will not receive a refund or credit.
6. I agree to reimburse The Pet Nanny for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
7. The Pet Nanny is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.
8. The Pet Nanny accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Pet care will be performed only by The Pet Nanny during all assignments unless prearranged with Client
9. The Pet Nanny does not care for aggressive animals or animals with a history of biting.
10. The Pet Nanny will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors. The Pet Nanny requires that dogs with access to the outdoors have a secure perimeter fence line free of holes, gaps, or deteriorated fence material. The Pet Nanny is not responsible for pets who escape an insecure fence.
11. Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Client agrees to indemnify and hold harmless The Pet Nanny in the event of a claim by any person injured by the pet.
12. It is expressly understood that The Pet Nanny shall not be held responsible for any damage to client's property, or that of others, caused by client's pets during the period in which they are in its care. Client has advised The Pet Nanny of all situations, which will relieve it of liability for damage.
13. I authorize this contract to be valid approval for future services so as to permit The Pet Nanny to accept my telephone, email, or internet reservations and enter my premises without additional signed contracts or written authorization.
14. The Pet Nanny reserves the right to terminate this contract at any time, at its sole discretion; likewise, client may terminate this contract at any time. There is no term of contract for daily service.
15. The Client states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Signed _____ Date _____

Please make all checks payable to Deb Alling