

**WE LET THE DOGS OUT
NATALIE MILLER, OWNER
PET SITTER POLICIES STATEMENT**

Ongoing Mid Day Visits: Ongoing visits are considered to be repeated visits based upon a mutually agreed upon schedule between the Client and the Service, generally once a day for 20-30 minutes while the client is at work. There will be an agreed upon “window” of time (generally within 2 hours) when the Service will arrive at the home and care for the pet(s). Although every effort will be made to arrive at the pre-approved window of time, unexpected traffic delays, client emergencies, and scheduling conflicts may arise that could affect the arrival time. The Service will notify the Client if the window range was not met, so the Client is aware of the circumstance.

- **Scheduling:** The Client will advise the Service of their needs for the upcoming week no later than each Saturday at noon, to allow for scheduling arrangements to be made by Service. Although every attempt will be made to accommodate emergencies, not all last minute visits can be granted.
- **Payments:** Ongoing Visit clients may choose to receive a weekly emailed invoice for the services provided for that week. Otherwise, cash can be left at the home and will be picked up by the Service upon the next visit. Other acceptable forms of payment are Venmo, Zelle or Paypal. **Full payment is expected weekly at the end of each service period.** There will be no further engagements until any outstanding balances or service issues are resolved.
- **There is a 24 hour advance cancellation policy that may apply.** If the Client doesn't meet the advance cancellation requirements then the full fee may be collected by the Service.

Vacation Drop-In Visits: Vacation visits are considered to be multiple visits per day for the extended period where the Client is out of town and will be unavailable to care for their own pet(s). Reservations should be made with the Service at least 10 days before the trip, but more advance notice is appreciated for scheduling purposes. The Service will recommend a 2 hour window to be set for all visits, to allow for traffic:

- **Payments:** Rates will be agreed upon based on the needs of the client in advance and must be PAID IN FULL seven (7) days prior to that start of the service. **If you have a reservation for the weeks of Thanksgiving or Christmas, the Service has the option to require full payment at the time of booking.**
- **Cancellations:** Cancellations made prior to 7 days before the start of the service will receive a refund of any prepayment less a \$25 booking fee. Any cancellations made within the last 7 days prior to start of the service will NOT receive any refunds. Please note the separate holiday cancellation policy below.
- **Early Returns:** Early returns from Vacation Visits are considered cancellations and subject to the notice periods and fees as stated above.
- **Communications:** Service will contact the Client at least 48 hours prior to a Vacation visit to confirm the engagement and to check for any additional information/changes. Text, Voicemail and Email are methods that might be used by the Service and are sufficient methods for Vacation Visit confirmation. For the safety of the pet and for the care of the property, Service will continue care until the Client confirms return to the home. If additional visits are required due to delayed returns, additional fees will be collected by Service.

Meet and Greet: To ensure that the Service and Client are a good fit, the Service will schedule a Meet and Greet in advance of the first service at a mutually agreed upon time, whether it's an Ongoing Visit or a Vacation Visit. The Client, Service and Pet(s) will have an opportunity to determine if this will be a good working relationship for all parties. The Service will have all forms/contracts available for review, will collect keys, discuss rates, payments, and the needs of the Client for their pet(s).

Rates: Service Rates for Ongoing visits as well as Vacation Visits will be discussed in advance with the Client and agreed upon before the start of the Service. The rate may vary depending on the number of pets in the household, distance, and holidays.

Holiday rates will be in effect for these yearly holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Year's Day. An additional \$10 (over and beyond the regular fee) per occurrence will be required for visits needed on these nine (9) holidays. Because holidays can be extremely busy times for Pet Sitters, the Service may require a longer "window" of time to arrive than usual. Please note the adjusted prepayment and cancellation policy for the weeks of Thanksgiving and Christmas.

Holiday Cancellation: If you have a reservation for the weeks of Thanksgiving or Christmas, the Service has the option to collect full payment at the time of booking. Any cancellations during these two weeks may result in forfeiting the entire prepayment, regardless of when the cancellation occurs.

Keys: The Service will collect 2 keys from the Client prior to the start of service. One key will be kept in a secure lockbox at the Service's Office to be used as a backup, the other key will be used for the visits. The Service will check the two keys at the Meet and Greet to confirm validity.

- **If the Client doesn't have 2 keys to give to the Service,** then the options are: 1) Service can have a copy(s) made and bill the Client \$5.00 per key needed. 2) The Client can rent a lockbox from the Service that will be placed on the client's door with a unique combination lock. The fee for use of the combination lockbox is \$10 and is non refundable. The Lockbox will remain property of the Service and will be removed upon the last visit. 3) The Client can use keyless entry, by assigning a code for the Service. A backup method MUST be provided in case of code failure.
- **Key Return:** The Service can return the keys to the Client using these methods: 1) They can be mailed back to the client after completion of the service for a fee of \$5.00. The Service accepts no responsibility for keys lost in the mail. 2) The Client can pick up the keys at the Service Office Address at a mutually agreed upon time. 3) The Service can deliver the keys to the client's home at a mutually agreed upon time for a \$10.00 fee.