

CatNip & DogBones Pet Sitting, LLC

Policies and Procedures

RESERVATION POLICY

Clients must have a current contract in order to make a reservation. New clients must first schedule a "Meet & Greet" visit in their home prior to making a reservation for pet sitting services. This visit should be planned at least 2 weeks prior to the requested reservation date, as short notice reservations may not be available. Reservations may be made via email (preferred), on the web site, or by phone; however, no reservation is guaranteed until a confirmation number is assigned. Confirmation numbers will be sent in writing via email when possible. If email is not available, confirmation numbers will be given by phone directly to the pet owner making the reservation.

Clients will be contacted again within 7 days of any scheduled reservation to reconfirm the dates. To avoid errors or miscommunications, the pet sitter and client may speak several times prior to the scheduled reservation.

RETURN HOME POLICY

CatNip & DogBones Pet Sitting, LLC wants to make certain pets won't be left unattended if clients are delayed. It is the clients' responsibility to contact the pet sitter upon returning home. Since accidents and delays can occur at anytime, client should be at home when the pet sitter is contacted. If any unscheduled visits are made by CatNip & DogBones Pet Sitting, LLC as a result of the clients failure to contact the pet sitter, the client will be charged a trip fee of \$20.00. **If there is to be a delay in returning home, please call Catnip & DogBones Pet Sitting, LLC directly.** Reservation extensions will only be accepted by verbal contact with the pet sitter. The pet sitter will try to accommodate any client delays. If the pet sitter is unable to continue care for the clients' pet(s), the emergency contact will need to be notified and they will be responsible for the further care of the clients' pet(s) until the client returns home.

PAYMENT POLICY

CatNip & DogBones Pet Sitting, LLC prefers payment by personal or business check. While cash payments will be accepted, CatNip & DogBones Pet Sitting, LLC is not responsible for cash payments left unattended in the clients home prior to the pet sitters arrival. Online Bill Pay services, debit cards, and credit cards are not accepted at this time. All invoices must be paid in full on the first day service begins. Failure to leave payment for the pet sitter will result in cancellation of services as outlined in the contract. Pet care will then be the responsibility of the emergency contact provided by the client.

Please make checks payable to: Rebecca Lloyd or to CatNip & DogBones Pet Sitting, LLC

RETURN CHECK POLICY

All returned checks will be charged an additional \$35.00 fee in addition to bank fees. The client will be charged an additional fee of \$15.00 per day until payment is received in full.

EMERGENCY CONTACTS

During the initial Meet and Greet, the client must provide an emergency contact person and that person's contact information. The emergency contact must have access to the inside of the home in the client's absence and must be willing and able to provide ALL CARE for the clients' pets in the event of an emergency. This includes but is not limited to natural disasters, man made disasters, inclement weather as well as if the pet sitter is unable to continue providing care for the clients pet(s) for any legitimate reason. Refunds will be made accordingly for any missed visits by CatNip & DogBones Pet Sitting, LLC.

"PROOF OF VACCINATION" POLICY

The owner will be responsible for providing CatNip & DogBones Pet Sitting, LLC with a current vaccine history from their veterinarian. There must be a copy on file for each / all pet(s). **ALL PETS MUST BE CURRENT ON RABIES VACCINATION! NO EXCEPTIONS!** New clients must provide this information at the initial "Meet & Greet" visit. Existing clients must ensure that the paperwork remains up to date in order to avoid unnecessary delays in scheduling reservations.

VISIT POLICY

ALL PETS MUST BE VISITED AT LEAST ONCE EVERY 24 HOURS. NO EXCEPTIONS TO THIS POLICY WILL BE CONSIDERED. Visiting any pet less than once a day can and will result in poor quality pet care on the part of a professional petsitter, not to mention that serious illness or injury can occur to your pet if not visited at least once a day. A specific visit time cannot be promised due to unexpected delays from weather, traffic, or delays caused during visits to other clients homes. All pets requiring medications or special needs pets will have top priority on the schedule as these pets do require a more specific time frame. Visits generally run between 20-30 minutes. If you require a longer visit or if a longer visit is incurred due to the needs of your pet(s), you will be notified and charged extra for that time. **Please pet proof your house and yard before you leave for your trip.** ([A Pet Proofing Brochure is available on request.](#)) CatNip & DogBones Pet Sitting, LLC will not be held liable if your pet(s) cause damage to your house or property or if the pet(s) get loose due to owner error. All pets must be confined to the owner's home or premises unless they are secure on a leash and in the control of the petsitter. Electronic Fences are not covered under the liability insurance. There will be NO OFF LEASH Playdates or Dog Park visits. Your pet must be under the care, custody and control of the petsitter at all times in order for the liability insurance to provide coverage. Pets that are not properly leash-trained will not be walked outside of a fenced area. The pet sitters judgement will be used to determine the safest place to walk pets.

TRANSPORTATION POLICY FOR EMERGENCY CARE WHILE PETS ARE UNDER THE CARE AND CONTROL OF THE PET SITTER

In the event your pet becomes ill or injured, CatNip & DogBones Pet Sitting, LLC will make every attempt to contact you. If you can not be reached immediately, the petsitter's discretion will be used as to whether your pet needs veterinary care. CatNip & DogBones Pet Sitting, LLC will provide transportation to your primary veterinarian if possible or to the nearest clinic during normal business hours. After hours, on weekends, and during holidays they will be transported to **Eastside Animal Medical Center in Grayson, Georgia**. The pet owner will be responsible for all medical and financial arrangements with the veterinarian. **ALL CATS MUST HAVE A PET CARRIER** to be transported in. If you do not have one, please either buy one, or CatNip & DogBones Pet Sitting, LLC will provide one for loan with a \$10.00 non-refundable cleaning fee.

Clients should give serious consideration to the type and limits of medical care preferred for each pet and for any financial limits that may impact their pets care. On the initial "Meet & Greet" visit clients will be asked to supply this information in writing to CatNip & DogBones Pet Sitting, LLC. This information will be retained on file and may prevent delays in treatment in an emergency situation. **CatNip & DogBones Pet Sitting, LLC WILL NOT BE RESPONSIBLE FOR MEDICAL DECISIONS REGARDING A CLIENT'S PET OR FOR FINANCIAL PAYMENT FOR ANY VETERINARY MEDICAL CARE.**

PET SUPPLIES POLICY

It is the clients' responsibility to provide adequate pet food, litter, and other necessary supplies for the pet sitter's use during the client's absence. If supplies are insufficient, the pet sitter's judgement will be used to determine if these supplies must be replenished for the pets care and comfort. If the pet sitter must make an unscheduled trip to a store to replenish these supplies, a fuel/labor surcharge of \$25.00 will be charged to the client. This charge will be in addition to any costs incurred in purchasing the supplies. The pet sitter will make every reasonable attempt to provide the same brand, flavor, etc as currently used by the client but may substitute similar products if necessary. Supplies will be purchased at the closest available location without regard to product cost or value. Payment is due within 10 days of the last day of the reservation period in which the supplies were needed. Failure to pay this invoice in a timely manner will void the contract with CatNip & DogBones Pet Sitting, LLC and prevent future services. Pet prescriptions and specialty diets unavailable locally will not be purchased by the pet sitter. Clients requesting special services such as fluid therapy, insulin injections, and blood glucose testing must supply all necessary syringes, needles, testing meters, and other supplies required for these services.

PICTURES OF PET(S)

Pictures of client's pet(s) may be taken on pet sitting visits. These pictures will be used in the client's files to aid in identifying the pet(s) in a disaster or emergency. CatNip & DogBones Pet Sitting, LLC will seek permission prior to posting pictures on the Photos section of the business website. If clients do not wish to have their pet's picture taken, please notify the pet sitter at the initial "Meet & Greet" visit.

ACCESS TO YOUR HOME-KEYS

All clients need to provide two working sets of keys at the initial “Meet & Greet” visit. A key copy charge will be added if only one working set is provided. Clients should test the keys to ensure that they work in the necessary locks. In order to keep service fees as low as possible for everyone, please consider allowing the pet sitter to retain keys for future services. Clients can be assured all keys are assigned a special code and no personal information is attached to them. All keys are kept in a secure location while in the pet sitter’s possession. For those clients who decline to keep keys on file with CatNip & DogBones Pet Sitting, LLC there will be a **KEY DROP OFF / PICK UP CHARGE** of \$20.00 for each extra trip.

Garage door openers and keypad codes will not be accepted in lieu of keys. The pet sitter must be able to access the house without concern about power outages or malfunctioning garage doors.

CatNip & DogBones Pet Sitting, LLC is concerned about the security of your home. All keys must be provided to the pet sitter prior to the client’s departure. If a client insists on leaving a key in an unsecured location (i.e. with a neighbor or hidden outside) a waiver of liability must be completed. The pet sitter will not leave any keys hidden outside, locked in the house, or with friends or neighbors.

CANCELLATION POLICY

Reservations that do not include major holidays:

A 7-day notice is required for cancellation on all reservations. A \$25.00 fee will apply to any cancellations without the required notice.

Reservations that include any part of a major holiday:

- *Easter, Memorial Day Weekend, July 4th, Labor Day, Thanksgiving, Christmas Eve/Day, New Years Eve/Day*

A 30-day notice is requested for cancellation of reservations that include any part of a major holiday.

Cancellations more than 14 but less than 30 days of the first visit will incur a \$25.00 fee.

Cancellations more than 7 but less than 14 days of the first visit will incur a \$50.00 fee.

Cancellations within 7 days of the first visit will incur a \$100.00 fee.

Clients will be invoiced for all cancellation fees and payment is due within 10 days. Failure to pay cancellation fees will void contract and prevent any future pet sitting services.

HOLIDAY SURCHARGE POLICY

- *Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day, New Years Day*

Due to the increased demand and time requirements away from family, visits on major holidays will incur a \$10.00 per visit surcharge.

In order to maintain the high quality of care clients expect, CatNip & DogBones Pet Sitting, LLC does not overbook regardless of season or holiday demand. All visits will still be standard 20-30 minute visits.

Discounted “express visits” are not available.

GENERAL INFORMATION

CatNip & DogBones Pet Sitting, LLC does not share or “split” pet sitting duties with other sitters, neighbors, or friends during a client’s absence. The pet sitter must have a definite start and stop time for the care of a client’s pets. If other people will be visiting the client’s home while the client is away, the pet sitter must be notified. Clients should provide their names and the make/model of their vehicle to avoid any unnecessary calls to law enforcement. The pet sitter may contact the police if someone else is in the client’s house or unknown cars are in the driveway. If others will have access to the house/property, CatNip & DogBones Pet Sitting, LLC will not be liable or responsible for any damage or pet injuries unless it is proven that the damage or injury was a direct result of negligence on the part of the pet sitter.

CatNip & DogBones Pet Sitting, LLC will always use discretion in the care of client’s pets. If the weather is too cold, too hot, or if there is inclement weather, the petsitter reserves the right to make all final decisions on dog walks. Please note that the thermostat inside the client’s house may be adjusted for the pet’s comfort or to help prevent pipes from freezing. These are only examples and by no means are all-inclusive in the types of decisions that may be made regarding client pets and the client’s home. Clients may be assured that the safety and comfort of the pet(s) and the security of the home are the primary concerns of CatNip & DogBones Pet Sitting, LLC.