



Waggs & Purrs Pet Sitting

“pets are happier at home”

POLICIES

As with all professions, policies must be established and followed. Waggs & Purrs Pet Sitting is no exception. Please take time to read these policies and feel free to contact me if you have any questions. NOTE: All policies are subject to change without notice.

Here's the poop...

FEES: For one 30-minute visit (which includes an optional 20-min dog walk, if requested), the fee is \$25.00 per visit. For a 15-minute visit, the fee is \$20.00 per visit.

APPOINTMENT HOURS: Consultation and assignment hours for visits are from 6am to 9pm, seven days per week.

SCHEDULING: Pet sitting assignments and consultation visits will only be scheduled when I am in my office. This eliminates lost information or confusing notes.

OFFICE HOURS: Office hours are 7am to 7pm daily. Clients can reach me anytime via phone, text, or email. I respond to messages and emails as soon as possible. If you leave a voicemail, I'll get back to you. Please note, I don't answer calls while at a client's house, walking a dog, or driving.

HANDLING PAYMENTS: Clients are required to pay for services in full BEFORE the assignment begins. DAILY CLIENTS are invoiced bi-monthly.

ACCEPTED PAYMENT METHODS: Preferred method of payment is with cash, check or Venmo. A processing fee may apply if a client prefers to pay via MC or VISA via Square. Because your visit is pre-arranged and reserved for your pet, cancellations will be charged a fee of \$20.00.

REFUNDS: Generally no refunds will be given for unused assignment dates because they were previously blocked out times for that visit. However, days will be credited to use during a future assignment.

PET IMMUNIZATIONS: Pets who require walks outdoors, beyond their own yard space, must show proof of rabies vaccination with a tag on their collar – it's the law. Clients are responsible for their pets' immunizations.

PET-ID: Pets who will be outdoors during a pet sitting assignment must wear a collar with and ID tag with all updated, pertinent contact information.

PET SAFETY: The Client is responsible for pet-proofing the home and yard, including security fences, gates, and latches. Waggs & Purrs Pet Sitting is not liable for any injury, disappearance, death, or fines resulting from pets with unsupervised outdoor access. The Client must provide all necessary and safe equipment/supplies for pet care, such as harnesses, collars, leashes, baby gates, etc.

PET ILLNESS OR DEATH: In case of a pet's illness or death, Waggs & Purrs will contact the client immediately and transport the pet to the client's veterinarian for treatment. If the veterinarian is not available or is too far away for the pet's condition to withstand, the pet will be taken to the nearest pet emergency veterinarian.

PET SITTER EMERGENCY: In case of an emergency or unforeseen circumstances, I will notify the client promptly to arrange alternative care with the client's backup contact. If I am unable to complete the assignment, I will attempt to find a suitable replacement sitter.

KEYS: Clients must have their home keys available and prepared for hand-off during the "Meet and Greet." We recommend keeping your keys on file for future visits. If you prefer to have them returned after the assignment, you may collect them from my home at a mutually agreed-upon time.

Please note that garage door openers and keypads are not accepted as the sole means of entry to a home. In the event of a power outage or battery failure, access to the home would be compromised.

All clients' keys and access codes are handled with the utmost security. When not in use, keys are secured in a locked, non-descript box. Additionally, keys are tagged and coded in a way that does not reveal the corresponding address.

RESERVATIONS: An initial consultation must occur before the first visit to reserve a pet sitting assignment. This is an opportunity for a pet assessment and to complete all the proper paperwork. No exceptions. All last-minute reservations are subject to availability.

LAST MINUTE RESERVATIONS: All last minute reservations are subject to availability.

HOLIDAY SITTING: No additional charge will be added to daily clients during holiday times. For new clients, a \$5.00 per day charge will be added for visits that include one or more of the following holidays: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Thanksgiving Weekend, Memorial Day Weekend, Labor Day Weekend, July 4th, Easter Sunday. All holiday pet sitting assignments must be paid for in advance to guarantee your availability.

GRATUITIES: I work my tail off for all my clients. If you are happy with my pet sitting service, gratuities are not required but are greatly appreciated. It would also be extremely helpful to leave a review either on Google or Facebook.