



## *New Client Welcome Information*

### *Stayin' Home Pet Care Policies & Procedures*

#### ***Rates & Fees***

All of our rates and fees can be accessed through our website.

#### ***Administration Fee***

In order to keep our overall rates and charges at a competitive rate, provide all of our “extras” & maintain our excellent service, a 5% Administration Fee is added to every invoice to cover a portion of business costs. These costs include, but are not limited to: providing our sitters with employee benefits (workman’s comp & paid time off), our liability and bonding policy, insurance, tax liabilities, sitter vetting and orientation programs, continued education, background checks, etc.

#### ***Payment***

Stayin' Home Pet Care accepts payment via credit card through our secure merchant account. For your convenience, we keep a credit card on file.

#### ***Payment Process***

We will email your detailed pet care order for your review. You can let us know if there are any changes that need to be made to the schedule up to 4 days prior to the start of your service. Your card will be charged approximately 3 business days prior to the start of your schedule.

#### ***Refunds***

In the event that you need to cancel at a late notice (after your card has been charged), you will be given the option of a refund of the cancellation allotted amount or to issue a credit balance on your account for your future pet care needs.

#### ***Business Hours***

Our regular office business hours are Monday-Friday 9am-5pm. The office is closed on weekends and all major holidays. Calls are monitored for emergencies when the office is closed. All other calls are returned during regular business hours.

### ***Reservations***

Your reservation is confirmed when you have received an email that shows the appointment has been approved. To make create a new reservation or to edit a current reservation, you may log into your profile & schedule yourself, send us an email or call the office with the details. However, your schedule will not be confirmed until it is approved by the office via email.

### ***Cancellation***

We adhere to a strict policy of no overbooking. Therefore, once you have scheduled your visits, we will turn away business in order to accommodate your schedule. You will be charged for all visits without proper notice of cancellation.

### ***Pet Care Visit Hours***

Morning visits occur between the hours of 6:30am-9:30am. Evening visits occur between the hours of 5:30pm-9:30pm. Daily dog walks are scheduled upon each client's schedule, between the hours of 10am-4pm. All other visits throughout the day are between 9:30am-5:30pm. We require that cats are visited at least one time each day. We require that dogs are visited at least two times each day.

### ***Friends & Family Access***

We understand that your friends and families may want to check in on your pets while you are gone, however we must know the names of your friends & families, dates & times that they are expected to be in your home. If we arrive at your home and there is an unexpected person in your home, we will leave and call you. If you are not available, we will call the authorities. Additionally, Stayin' Home Pet Care is not responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than Stayin' Home Pet Care has access to your home.

### ***Last Minute Service***

Sometimes emergencies happen, or we just simply forget—our goal is to help you when you need it, even at the last minute. However, do not assume that we have received your last-minute request until you have received a confirmation email. If you need to book a last-minute visit during closed office hours, please email, call, text, call your sitter, etc. to let us know so that we can work on getting it approved.

### ***Entry To Your Home***

Stayin' Home Pet Care will not keep your keys "on file". You have several choices:

1. You can purchase a lockbox through us or your local hardware store. If purchased through SHPC, it is \$25 & we will send it to you.
2. We can enter through your door keypad and/or garage door keypad. Keep in mind that if you only have one of these two options, you must hide a key on your premises in the case (all too familiar to us!) that the battery dies, or the electricity goes out for the keypads.
3. You can schedule our key pick-up & drop-off service of \$12.
4. **\*\*in all of these cases, we must have two forms of entry. Most clients hide a key in the event the primary form of entry is not working\*\***

If you ask your sitter to keep a copy of your key, Stayin' Home Pet Care will not be held responsible for it. Plus, the sitter will decline.

### ***Unsecured Pets***

Stayin' Home Pet Care will not be responsible for any pets that spend their time outdoors unsecured while we are not there during our scheduled time blocks. In the event a fence blows down, the dog digs his way out, a landscaper lets the dog out, the cat does not return, etc., Stayin' Home Pet Care is not liable for the injury to, or loss of any pets.

### ***Climate Clause***

Stayin' Home Pet Care reserves the right to adjust the thermostat, close/open windows (as long as it remains safe, secure & we are in the home), turn the air conditioner on/off, etc. in ALL of our client's homes if our sitters feel the climate is posing a health risk to your pet/s while in our care. Our staff will notify you if you are accessible. In the event of Mother Nature forces, the office will determine adjustments in each of these events. For example, flooding. The sitters will never ever attempt to pass through a flooded road. The office monitors the weather daily & weekly and notifies the client to make emergency preparations in the event their sitter is unable to complete the visit. Usually it is as simple as contacting a neighbor.

### ***Confidentiality***

We recognize that your privacy is important to you and your family. We will not, at any time, either directly or indirectly, use any information for our own benefit, disclose or communicate, in any manner, any information to any third party.

### **Stayin' Home Pet Care Service Agreement**

The term Stayin' Home Pet Care as used herein refers to the officers, owners, principals, & employees of the company known as Stayin' Home Pet Care & its authorized representatives.

1. This contract authorizes Stayin' Home Pet Care to enter Client's home to provide the services performed in accord with the Clients most recent pet profile & services listed on the invoice.
2. Upon Client's request to provide services in the future via phone, email or the on-line scheduling system, Client agrees that this contract shall be renewed or extended in its entirety, without further written authorization. The term of said renewal shall coincide with the service dates as listed on the most recent of an email confirmation or an invoice.
3. Client agrees to notify Stayin' Home Pet Care in the event Client is delayed in returning home. Client further agrees to pay Stayin' Home Pet Care for any additional visits required until Client returns home.

4. If the pet(s) become ill while under the care of Stayin' Home Pet Care, and medical care is needed in the best judgment of Stayin' Home Pet Care, Client authorizes Stayin' Home Pet Care to transport the pet(s) to Client's veterinarian (or one who is available). Client authorizes Stayin' Home Pet Care to approve any emergency treatment recommended by said veterinarian when the cost of treatment is within the limits authorized in the veterinarian release form. Client authorizes Stayin' Home Pet Care to take Client's pet(s) to an emergency clinic for animals when the Client's veterinarian is not immediately available. Client further agrees to promptly reimburse Stayin' Home Pet Care for any expenses incurred for any medical treatment or emergency care.

5. Client releases Stayin' Home Pet Care from all liability related to transportation, treatment, or expenses, resulting from any emergency or special needs as determined by Stayin' Home Pet Care.

6. If Stayin' Home Pet Care is locked out of Client's home, Client gives authorization for a locksmith service to perform any entry services as deemed necessary for Stayin' Home Pet Care to access the home if the employee is unable to have contact with the Client. Client further agrees to promptly reimburse Stayin' Home Pet Care for any expenses incurred due to Stayin' Home Pet Care being locked out due to Client error. Stayin' Home Pet Care will make every attempt to gain access to Client's home before calling a locksmith.

7. Stayin' Home Pet Care agrees to provide the services stated in a reliable and trustworthy manner. In consideration of these services, the Client expressly waives and relinquishes any and all claims against Stayin' Home Pet Care unless arising from deliberate negligence on the part of Stayin' Home Pet Care or their representative(s).

8. Client agrees to pay Stayin' Home Pet Care the total fee for services to be rendered upon signing this contract. A 48-hour advance notice is required for cancellations in order to receive a refund or credit. During our busy seasons of summer & the holiday season, there is a 1 week (summer) & 2 week (holiday) required advanced notice for cancellations in order to receive a refund or credit.

9. Stayin' Home Pet Care is not liable for injury to, or loss of, any pets allowed, at the direction of the Client, access to a doggie door, or allowed outside the Client's house unattended. Client understands this clause and does request their pet(s) be allowed outside of Client's house off lead, and/or to have access to a doggie door.

10. Client agrees to reimburse Stayin' Home Pet Care for the cost of materials necessary for satisfactory performance of duties; and/or for any emergency expenses incurred. Client agrees to pay Stayin' Home Pet Care at the current hourly rate for trips to purchase necessary pet supplies, food, and/or to handle emergencies.

11. In the event of incompatibility, personal emergency, illness, injury, or unavailability on the part of Stayin' Home Pet Care, Client authorizes Stayin' Home Pet Care to

arrange for another qualified individual to fulfill the responsibilities set forth in this contract, or, to arrange for alternative care of Client's pet(s).

12. Client agrees to not solicit any of Stayin' Home Pet Care's employees for pet care, exclusive to Stayin' Home Pet Care. Client agrees to inform the Stayin' Home Pet Care office in the event that any of Stayin' Home Pet Care's employees solicits business from the client.

Client fully understands the contents of this agreement and agrees to the terms and conditions. Client further agrees to pay any additional charges due when the services have been completed. In the event any part of this contract shall be determined to be invalid it shall have no bearing on any other part of this contract. Any exceptions to any part of this contract must be in writing and signed by all parties.