

Savvy Pet Sitter

PET SITTING POLICIES AND PROCEDURES

Scheduling & visit times: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. **Savvy Pet Sitter** will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.

Confirmation Text/Call (Prior to out-of-town Departure): **Savvy Pet Sitter** is requesting a text/call 24 hours prior to each departure in order to verify all information (dates, contact numbers, etc.) are still correct. Please make sure you hear a response of confirmation. Also a departure text of time so we can start our first visit to ensure your pet's needs are carried out as intended.

Early Returns: **Savvy Pet Sitter** carefully schedules our time to service your and our other clients. Therefore, we need a 24 hour notice for early returns. (unless previously discussed) Any visits scheduled the day of early return will not be refunded.

Cancellations: 24 hours prior to the date of the first visit is required for cancellations. Failure to provide notice of less than two days will result in a \$20 cancellation fee.

Holiday Cancellations: Pet sitting services and kennels receive more requests for reservations than they can handle during the holiday time periods and we may have turned away other clients because we have reserved time for you during this busy season. If you cancel four days or less prior to **any holiday**, you will be charged one full day of scheduled visits.

Inclement Weather (Primarily severe storms, tornadoes, etc.): **Savvy Pet Sitter** will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet and it's safety is our first concern. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified; 4) You will be notified that the above-mentioned contingency plan has been activated.**

Emergency Contact: **Savvy Pet Sitter** has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet. Garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Savvy Pet Sitter customer realizes that we will provide service, but not until conditions allow us to reach your home safely.**

Medications / Vaccinations: **Savvy Pet Sitter** will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will Savvy Pet Sitter service any pet that has any form of contagious illness.** This is for the safety of our other customers. **Savvy Pet Sitter** requires that all pets have the necessary vaccinations and immunizations before service begins. If a **Savvy Pet Sitter** pet care provider is bitten or exposed to any disease or ailment received from a client's pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

Access to your Home by Others: If customer allows any other person access to their home during Savvy Pet Sitter 's contract period, Savvy Pet Sitter cannot be held liable for any damages to property or pets as a result. Please notify Savvy Pet Sitter if someone will be in your home. Please also notify the person in your home that Savvy Pet Sitter is coming so that your visitor is not surprised by our entrance.

Fences: Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** Savvy Pet Sitter does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal, or any other fence type.

Pet and house/yard clean-up: Savvy Pet Sitter will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. Savvy Pet Sitter is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste disposed. If there continues to be an excessive amount of clean-up that takes more than the allotted time of 25 min. then a charge of \$15 will be added.

Collars and Leashes: All dogs will be required to be on leash during outdoor walks.

Privacy Policy: Savvy Pet Sitter highly respects our clients entrusting us with the care of their home and their pets. We do recommend your inform a trusted neighbor that while you are away, Savvy Pet Sitter will be caring for your pets and your home.

Thermostats: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

Animal Behavior: Animal behavior can be unpredictable. Savvy Pet Sitter does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a Savvy Pet Sitter pet care provider is harmed or injured by the client's animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Savvy Pet Sitter pet care provider or by the animal.

Updates: Please provide us with any changes regarding your pet care and/or other pertinent information. (Especially for out of country or change of who receives logs and text concerning the pets/house) Any medication changes.

Payment: Savvy Pet Sitter requires **Full Payment** day of departure. If amount is unknown please leave a blank check or Deposit of 3 to 5 visits. Customer may request an estimate of the total payment at the time of the confirmation call and Savvy Pet Sitter will email an invoice for your records as a receipt.

Return Check Charges: There is a \$25 fee for any returned checks.

Keys: If you are not already doing so, consider letting Savvy Pet Sitter retain your house key. These keys will be attained at initial Consultation. Keys are kept in a secured lock system and are coded for customer confidentially. If you choose not to have Savvy Pet Sitter retain a key, picking up and returning a key requires two (2) extra trips and there will be a \$10 charge per trip for time and mileage. A second option for key return is via U.S. Mail. To cover costs, the charge for this

option is \$5. A key can be held in a Lock box with a code that can be purchased at your local hardware store . The last, and least preferred option due to safety concerns, is to leave your key in a predetermined place agreed upon prior to the start of sitting. Savvy Pet Sitter Cannot be held liable for the last option. Please check the key you provide **Savvy Pet Sitter** to ensure it will open your door!

Savvy Pet Sitter prefers to have a key that is not shared by any other individual. (cleaning co., maintenance, friend, etc)

Alarm Systems: In the case of alarm malfunction or alarm instructions were given wrong and we have to return for another visit there will be a charge of \$15. If Savvy Pet Sitter is at fault due to user error there will be no charge to client.

Unacceptable Pets: **Savvy Pet Sitter** has the right to refuse animals who appears to be aggressive, ill, etc. or could cause harm to **Savvy Pet Sitter** or others. We do not have to provide reasoning for refusing to work with you or your pet.

Client Signature _____ Date ____/____/____

Savvy Pet Sitter Rep. Signature _____ Date ____/____/____