



Service Contract Policy and Procedures

HOURS & SCHEDULES:

Our business hours are from 7am-9pm daily. If our schedule permits, we will answer the phone before or after these hours. We begin pet rounds at 7am and finish by 9:00pm. For any visit before 7am or after 9pm, there will be an additional charge of \$5 per visit.

In order to best accommodate your needs with our schedule, please try to reserve our services by calling 1 week in advance. If you have an emergency during our off hours, please call and leave a message. We promise to check messages frequently and return your call as soon as possible.

RETURN CALL:

If you go on a business trip or on vacation, please remember to notify us as soon as you return from your trip, regardless of the time. Just leave a voice message to let us know you have arrived home. If you need to extend your trip or are expecting to be home earlier than expected, please inform Doggie Relief as soon as possible. We don't want to neglect your pet because you had to be gone longer than expected.

RESERVATIONS:

Reservations should be scheduled as far in advance as possible, however Doggie Relief will make every effort to adjust our schedule to accommodate your visits, even on short notice. However, if you are scheduled on short notice and then cancel there will be a \$5 per visit charge for the times reserved for you. Reservations for our small dog boarding service require a pick up time and return time to be scheduled at the time of reservation. We can not offer additional bookings for the day to other clients if you have requested pick up without your needed time. Bookings without a pick up time scheduled are subject to additional \$10 fee. With the boarding service there is an additional \$5 pick up and \$5 return charge.

CONSULTATIONS:

The initial consultation is completely free and arranged at a time convenient for both you and Doggie Relief. During this meet-and-greet, we expect to pick up the signed contracts as well as the key that will be used when we provide services. The consultation can last anywhere from 20-45 minutes depending on the number of animals you have and the detail involved in their routines. We want to make sure that both the sitter and your pets will be happy and comfortable so a pre-service meeting is mandatory. We do prefer to email or mail the necessary contracts prior to this initial consultation because as first time clients, this paper work can be time consuming and this will allow all the time during the consultation to be spent on more important matters. Additional consultations or trips to pick up spare keys after this first visit will be subject to a fee of \$10.

CONFIRMATION CALLS:

Doggie Relief will call you 24-48 hours before you are expected to leave to confirm visits with your pet. If you do not receive a confirmation message by phone or email, please call us to verify arrangements.

SAME DAY SERVICE REQUEST:

All services booked within 24 hours may be subject to a \$10 service charge. If less than 3 hours a \$20 service charge may apply.

CANCELLATIONS:

We understand that quite frequently plans can change. However, please try to notify us no less than 24 hours of our scheduled time if you need to reschedule or cancel.

REFUNDS/CREDITS:

Doggie Relief does not offer refunds or credits for visits not used during a booking. If you return from your trip or vacation early please do let us know, but since we are unable to schedule anyone else in the time you have booked we are unable to refund or give credits for the visits that are cancelled.

VISITS:

Our fees are based on visits that include a household with one to two dogs and two cats and take up to 30 minutes to complete. Additional charges will apply to visits that require extra time and or include additional pets. All scheduled visits are subject to an adjusted time frame should an emergency arise.

PERSONAL EMERGENCY:

1. A Doggie Relief representative will make every effort to provide scheduled service as agreed upon.
2. The service schedule may be changed, interrupted, or altered due to circumstances.
3. If necessary, your emergency contact will be notified to assist in providing service.
4. Depending on circumstances, Doggie Relief will resume service as soon as possible.
5. You will be notified by a Doggie Relief representative that a contingency plan has been activated.

REQUIRED CARE:

We know that no one can possibly know your pets better than yourself. However, we cannot ethically overlook your cat, bird, rodent, or any pet while taking care of your dog, although you may feel that there has been sufficient food and water left for them. Besides, we couldn't morally walk your dog twice a day but fail to take appropriate action should we notice an illness or injury to one of your other pets. Please make sure you list each animal, so that if anything happens, we'll have access to their information.

KEY MANAGEMENT:

Your key is marked with a code, not your address, and will be kept in a locked box unless it is in use. We will obtain the key at the initial consultation so please prepare a key for any door or gate that may require use during our visits prior to this meeting. If these keys are not available during our introductory session, we will apply a \$10 pick-up fee. We will not copy or keep any key (unless authorized by you in our On Call Key Program) so only your pet sitter will have access to your house, garage, or gate. For safety reasons, we will not return keys in the mail nor will we lock the key in the house during our last visit. Should your plane be delayed or you cannot return on your scheduled date, we will still have access to your pet to feed, walk, and give them water. In the event that Doggie Relief is required to employ a locksmith to gain entry into a Client's premises due to a malfunction of the lock or a failure of the Client to leave the appropriate key, it shall be the responsibility of the Client to reimburse for all costs incurred. The Client expressly gives Doggie Relief the authority to employ a locksmith on the Client's behalf in the event of the aforementioned occurrences.

ON CALL KEY:

We offer the On Call Key Program to those clients who are pleased with our service and plan to use Doggie Relief quite frequently. Not only does it flatter us to know you trust and value our staff and its services, but it also decreases the amount of time we will spend picking up and returning house keys. For those repeat customers utilizing this special program, we can usually accommodate an On Call Key customer on a much shorter notice because we already know your pets, routines, and have access to your key on file. Should a pet sitter be unavailable due to illness, emergency, or

vacation, we are assured access to a key to make other arrangements for your pets. After the initial consultation, you can make reservations by telephone or email, and leave payment on the counter.

PAYMENT:

We accept payment in the form of checks or cash. Payment is due prior to our first visit, and is paid on a weekly basis. The client agrees to pay a \$25 fee for each check returned by the client's bank, regardless of the reason.

PAPERWORK:

First time clients are required to read, complete, and sign all paperwork provided by Doggie Relief prior to first scheduled visit including: Policies and Procedures, Service Agreement, Vet Instruction and Release form, Disaster Form, and Client/Dog Information form. If the paperwork is not read, completed, and signed prior to the first time pet care service appointment, along with entire payment for services as stated on the Service Agreement form by Doggie Relief, the client will be held liable for any mishaps of any extraordinary or unusual nature (i.e. bites, furniture damage, accidental death, etc) or any complication in administering medications to the animal. The client will also be liable for injury, disappearance, death, or fines of pet with access to the outdoors. If paperwork is not completed by the client prior to first scheduled pet care visit as instructed by Doggie Relief, the client will be responsible for the entire payment as discussed per the initial consultation and on the Doggie Relief Service Agreement.

LIABILITY:

Doggie Relief agrees to provide pet care in a reliable, professional, and caring manner. As an express condition and in consideration of these services, the Client waives and relinquishes any and all claims against Doggie Relief except for those arising from negligence or willful misconduct on the part of Doggie Relief.

Doggie Relief reserves the right to terminate services at any time if, in its sole discretion, determines that a danger exists to the health or safety of the pet sitter. If concerns prohibit Doggie Relief from caring for your pet, the Client authorizes the pet to be provided for by an alternative available pet care provider or placed in a kennel, with all charges there from to be charged to the Client. Every attempt will be made to notify the client regarding such a situation.

If anyone else has access to your home while Doggie Relief has been contracted to perform services, Doggie Relief can assume no liability for any damages or losses to your home or pet. Complete care will be taken in watching your pet and home. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any mishaps of any extraordinary or unusual nature (i.e. bites, furniture damage, accidental death, etc) or any complication in administering medications to the animal. Nor can we be liable for injury, disappearance, death, or fines of pet with access to the outdoors.

EMERGENCY SITUATIONS:

Doggie Relief is authorized by signature on the veterinary release form to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Should specified veterinarian be unavailable, Doggie Relief is authorized to approve medical and/or emergency treatment as recommended by a veterinarian. Client agrees to pay for expenses incurred, plus any additional fees for attending to this need or any expenses incurred for any other home/food supplies or medications needed. In the event of inclement weather or natural disaster, Doggie Relief is entrusted to use best judgment in caring for pet(s) and home. Doggie Relief will be held harmless for consequences related to such decisions. Doggie Relief will not authorize euthanasia, should the situation present itself. Client must give the veterinarian direct authorization.

In the event of personal emergency or illness of the pet sitter, the Client authorizes Doggie Relief to arrange for another qualified person to fulfill responsibilities as agreed.

Every attempt will be made to notify Client regarding such a situation.

VACCINATIONS:

We require that all of the pets we care for be up-to-date on vaccinations, heartworm tests, and flea/tick prevention. This is for the benefit of the sitters, the neighborhood, and of course, your pets. Should the pet sitter be bitten or otherwise exposed to any disease or ailment from the Client's animal which has not been properly and currently vaccinated, it will be the Client's responsibility to pay all costs and damages incurred by the victim.

LEASH WALKING:

Unless you have a fenced in backyard, we will walk your dog on a leash. This is to ensure safety for both the pet and sitter.

PET IDENTIFICATION:

We would like that all of the companions under our care wear appropriate, legible, identification.