



## **OPERATING PROCEDURES**

You must receive a confirmation of service call from your individual pet care provider or the office within a day or two before departure. Please do not depart without this confirmation.

Your decision to partner with our company to provide professional pet and home care services is one we take very seriously. We commit to care for your pets with love, respect, and individual attention.

Additionally, we will perform crime deterrent activities in your home each visit to provide that “somebody’s home” appearance. We will collect mail, adjust blinds and lights, and water a limited number of plants at no additional fee. To allow us to better serve you please take a few moments to become familiar with our array of services and routine policies.

### **Service Overview:**

1. Services provided:
  - a. Daily Visits — Daily visits are approximately 30 minutes in duration and occur between the hours of 6:00 — 8:00 a.m. and 6:00 — 8:00 p.m. Dogs generally receive two visits per day with 12 hours between visits. Clients generally request one visit per day for cats, birds and reptiles. These may occur any time of the day unless requested otherwise.
  - b. Mid-day Walks — These visits are 20 minutes in length and occur when you are in town but unable to return home to care for your pet over the noon hour. These visits occur generally between the hours of 11:00 a.m. and 2:00 p.m.
  - c. Trial Visit — A trial visit is an additional ‘get acquainted’ opportunity before you depart on your trip. It may be required to ensure that the pet will allow your sitter to safely enter the home and provide care or to allow us to become better acquainted with your exotic pet or an unusual routine. These visits are generally 20 to 30 minutes long.
2. In order to ensure peace of mind and to better monitor the health of your pets we must visit your home at least once each day during the terms of our contract. We will not provide service on an every other-day basis.
3. We prefer not to share the care of your pets with anyone else. This is for your pet’s well being, the security of your home and our IC’s protection. If you desire for us to share the visit with another person (family member, neighbor, or relative), our service contract releases us from liability due to negligence of the other party. This also applies when other contracted services (carpenter, maid, carpet cleaners, etc.) will be in the home during the period of our contracted service with you.
4. With the exception of the requirement to administer time-sensitive medications, we cannot commit to be at your home at an exact time each day. When time-specific visits require adjustments of our schedule, there will be an additional charge. Due to traffic, weather conditions, and the unpredictability of circumstances at prior scheduled visits that day, we still cannot guarantee an exact visit time but will make every effort to be there at the requested time.
5. Pet sitter will not provide service for loose (not contained) or chained dogs. If pets are contained in a fence or by invisible fencing when a company representative is not there, our service contract releases us from liability for incidents involving pets left outside unsupervised.
6. Our signed service contract permits us to get medical care from your veterinarian and the animal emergency clinic with reimbursement of all incurred expenses to company.
7. We cannot accept biting, aggressive, or ill pets. Pregnant pets are accepted on a case-by-case basis. We appreciate honesty and full disclosure of your pet’s needs and personality!
8. We reserve the right to require a paid trial visit if our company representative feels it is necessary for their safety or to become better acquainted with the pet or the daily routine.

**Communication:**

1. If you have not received a service confirmation call or email from your pet care provider or the office within one or two days of your departure, please call the office. Do not assume that your message on our office answering machine or email message to us confirms service.
2. Please make reservations for future visits through the office so there will be no misunderstandings about your departure and arrival dates and times.
3. We require that you contact the office or your pet care provider with a “we’ve returned home” confirmation call.
4. Please keep the office updated with changes to information gathered during the registration interview. Of particular importance is information concerning your contact phone numbers, security system status and pet health care (medications or veterinarian) changes? Instructions for administration of all medications must be clearly written on a separate sheet of paper.
5. Once you have scheduled services, we ask that you call the office with any changes in your travel departure or return times. If you forget to inform us of your delayed departure or early return and you are there when your pet care provider arrives for the scheduled visit, you will be charged the normal visit rate. When possible please call the night before with a change in departure or arrival times to accommodate our coordination of visits.
6. Travel plans change and “things happen” when you travel. If you find you will need us to continue service beyond the contracted period, we request that you advise us as soon as possible. Every effort will be made to accommodate your requests and additional visits will routinely be made at your normal visit fee. A late request fee may be added. Cancellation of pre-paid visits due to your early return will be credited towards future service visits.

**Fees:**

Your personal check or cash is always welcome. First-time clients who prefer to pay by check are requested to provide the total fee to the pet care provider during the Registration Interview. For subsequent visits, please leave the check on the counter for the pet care provider. Clients who schedule routine daily walks should pay on the last day of that week.

**Security:**

1. The company maintains strict control of your house key and security alarm code information. No personal information is annotated on your key tag. Your pet’s name and our administrative number is our cross reference from your contract to the keys which are kept separated in our company locking key boxes.
2. We request that clients provide two copies of the house key during the Registration Interview. Your representative will keep one key secured in their key box and the office will secure the back-up copy for emergency situations.
3. In the event you have an unscheduled need for service and your primary pet care provider is’ out of town, the second key allows us to meet your needs without an additional delay in obtaining a key. We can also assist if you lock yourself out of the house!
4. **Please do not ask us to return keys by locking them inside the home on the final visit.** If you request to have your key returned, it will be returned to you by mail. We can, at your request, leave your key with a trusted neighbor or in a safe hiding place outside the home. We must be able to access the home for continuing pet care if you are delayed in returning.
5. Your pet sitting representative is familiar with most home security systems but may request a “walk through” of setting and disarming your system to understand its nuances. We cannot be responsible for false alarms when systems have been armed or disarmed according to your instructions. You have several options with respect to your security code.
6. You may provide your pet care provider with your personal code.
7. You may change the code for the duration of service or provide us with a ‘guest code’ that is only activated during the contracted period.
8. You may choose to leave the system disarmed while you are away.

**Holidays:**

1. We are busiest during the holiday periods and often are fully committed prior to holidays. We strongly suggest that you make reservations at least 45 days in advance of major holidays. If paying by check, please send remit one half of your total bill for the holiday trip 30 days in advance of your departure.
2. During peak holidays, time spent on visits may be slightly shortened due to the need to provide service for a larger number of clients. Our high-quality, loving care for your pets and meticulous attention to detail, however, will never be sacrificed.

These policies and fees are subject to change from time to time as necessary. Petsitting by Denise reserves the right to make exceptions to policies when prudent. We thank you for your understanding and compliance with our company policies. Please do not hesitate to request clarification! (December, 2004)

### **EMERGENCY PROCEDURES**

In the event of an emergency, we will make every effort to care for your animals and home. We ask that you assist us by maintaining adequate quantities food and supplies for your pets have the necessary equipment readily accessible should we need to transport your pet. Always provide us with your current contact information while you're away. Make sure your designated emergency contact names and contact information is up-to-date.

### **INCLEMENT WEATHER (Ice, Sleet, Snow)**

#### **Active Clients (Service in Progress)**

1. The pet sitting service schedule may be changed, interrupted, or altered due to circumstances.
2. If it is not possible to drive safely to your home, your emergency contact will be notified.
3. Every effort will be made to notify you that the contingency plan has been activated.

#### **Pending Clients (Service Has Not Yet Begun)**

1. Please check with a staff member of Petsitting by Denise prior to departure to discuss options.
2. If necessary, your emergency contact will initiate service, and Petsitting by Denise will continue) complete service as driving conditions improve.

### **NATURAL & MAN MADE DISASTERS (Hurricanes, Floods, Chemical Spills, etc)**

#### **Active Clients (Service in Progress)**

1. Every effort will be made to notify you that a disaster has occurred. Carry a Petsitting by Denise business card with you so that you have quick reference — a continuously updated message will be on the Petsitting by Denise voice mail system.
2. Your pets and home will be checked as soon as possible. If road conditions are hazardous, your emergency contact will be notified. You will be notified of any damage to your property.
3. The service schedule may be changed, interrupted, or altered due to circumstances.
4. If necessary, please return home as soon as possible. Contact a staff member of Petsitting by Denise upon your arrival home.

#### **Pending Clients (Service Has Not Yet Begun)**

1. Please check with Petsitting by Denise prior to departure to discuss options.
2. Pets and homes for, clients who are presently not in service will not be checked.

### **PERSONAL EMERGENCY (Accident, Illness, Death)**

#### **Active Clients (Service in Progress)**

1. A Petsitting by Denise staff member will make every effort to provide scheduled service as agreed.
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, Petsitting by Denise will resume service as soon as possible.
5. Every effort will be made to notify you that the contingency plan has been activated.

#### **Pending Clients (Service Has Not Yet Begun)**

1. A Petsitting by Denise staff member will make every effort to contact you to discuss options. If all Petsitting by Denise staff members are unable to provide you with scheduled service, please make other plans and confirm any changes with Petsitting by Denise.
2. Depending upon the circumstances, Petsitting by Denise will provide services as soon as possible.