



## Services & Policies

For all new clients – or previous clients who have not used our services in awhile – please download this document to your computer, review is carefully and sign/date the last page acknowledging you have review our stated services and policies.

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

*Your decision to partner with Petsitting by Denise 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, Petsitting by Denise 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 your indoor 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 generally 30 – 45 minutes in duration and occur between the hours of 6:00 – 8:00 am and 6:00 – 8:00 pm. 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) **Midday 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 am and 2:00 pm.
- c) **Trial Visit** – a trial visit is an individual ‘get acquainted’ opportunity before you depart on your trip. It may be required to ensure that the pet will allow your Petsitting by Denise representative to safely enter the home and provide care or to allow us the before better acquainted with your exotic pet or an unusual routine. These visits are generally 20 to 30 minutes long.
- d) **Overnight Service** – Overnight service is a request for the pet care provider to live in the home during the absence of the owner. Unless otherwise agreed upon the contracted times will be from approximately 7:00 – 9:00 pm until 6:00 – 8:00 am. A midday walk may be combined with the overnight visit for an additional fee.

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 will not share the care of your pets with anyone else. This is for your pet’s well being, the security of your home and our employee’s protection. When other contracted services (carpenter, maid, carpet cleaners, etc) will be in the home during the period of our contracted service with you, our service contract releases us from liability due to negligence of the other party.

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 adjustment to 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. We will not provide service for loose or chained dogs. If pets are contained in a fence or by invisible fencing when a Petsitting by Denise representative is not there, our service contract releases us from liability involving pets left out 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 Petsitting by Denise.
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 your Petsitting by Denise representative feels it is necessary for their safety or to become better acquainted with the pet or the daily routine.
9. In addition, Petsitting by Denise shall not be responsible for the pet's welfare when it will not return to the house or enclosure if we have been instructed to let the pet out for exercise. The fee owed under this agreement shall be earned and payable even though we are unable to perform the services because of the animal's behavior (running off, vicious behavior, etc.) if we have made a reasonable effort to perform the necessary service. Petsitting by Denise shall not be responsible for the injury or death of any animal(s), nor for the damage caused to your property or to the property of others by your pet, nor for damage caused to your home or yard by others lawfully or unlawfully on your property while our services have been engaged, except in those instances where we have been guilty of willful or wanton negligence in the performance of our services.

#### Fees:

1. Fees are quoted over the telephone and will depend on number of pets, location of home, and time of year. Please ask your pet care provider or call the office with any questions.
2. Your personal check is always welcome. First-time clients who prefer to pay by check are requested to provide payment-in-full to the pet care provider during the Registration Interview. For established customers, you may leave the check on the counter for the pet care provider. For clients who schedule routine daily walks, payment of your weekly bill is due on Friday.
3. There is a \$25.00 cancellation fee per each instance and a 25% cancellation fee for overnight stays. This cancellation fee does not apply to mid day walks.

**LATE PAYMENTS:** If the total services amount is not paid prior to the start of services, Late fees are assessed as follows:

Payments late in excess of 3 days will be assessed a \$15.00 fee.

Payments 14 days past due will be assessed a late fee of \$25.00.

Payments 30 days past due will be assessed a late fee of \$39.00 and may be turned over to professional collections. Bills unpaid after 30 days will discontinue all future services and all court and lawyer fees will be paid by the client.

#### Security:

1. The Petsitting by Denise maintains strict control of your house key and security alarm code information. Your pet's name and your last name is our cross reference from your contract to the keys which our Petsitting by Denise pet sitter keeps.
2. Interview fees include first time key pick up. We request that clients provide 2 house keys during the Registration Interview. Your representative will keep one key secured in their possession other keys will be held in office. 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 your house!*

3. Keys will not be left inside in case you cannot return from your trip due to problems with transportation and the pet sitter is able to return to the home. After your first use of our services, our key pick-up and return fee is in effect. For subsequent visits there is a minimum charge of \$15.00 to pick up and/or deliver keys. If your key is to be returned by mail a \$5.00 charge will be incurred.
4. 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:
  - You may provide your pet care provider with your personal code.
  - 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.
  - You may choose to leave the system disarmed while you are away.

#### Communications:

1. *If you have not received a service confirmation call from your pet care provider or the office within one or two days of your departure, please call the office. We must speak with you personally prior to your departure.*
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 appreciate it when 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 number, 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 at least 24 hours advance notice. 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 not be refunded or credited towards future service visits.

#### 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 30 days in advance of major holidays. If paying by check, please send 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.*

## THANKSGIVING AND CHRISTMAS

All bookings for Thanksgiving and Christmas must be paid for at the time of booking to insure confirmation of care. Bookings for these high-demand holidays will be filled on a first paid/first booked basis. All Thanksgiving and Christmas bookings are non-refundable regardless of the notice given for cancellation or early return.

Last Day for Thanksgiving reservations is Nov 10.

Last Day for Christmas reservations is Dec 10.

3. You may contact the office: (803) 865-5058 for reservations and cancellations.

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 Petsitting by Denise policies. Please do not hesitate to request clarification!

Date: \_\_\_\_\_ Client Signature: \_\_\_\_\_