

## POLICIES AND PROCEDURES

**Payment:** Services must be paid in full at the time of booking or on the first day of the scheduled booking. Cash and check are accepted methods of payment. Holidays must be paid at the time of the booking.

**Cancellations:** The Pet Nanny understands your plans may change and we will give credit or refunds for cancellations with more than 9 days notice.

0-48 Hours Notice: No Refund

3-7 Days Notice: 80% Refund

8+ Days Notice: 100% Refund

*Exception: If you are a daily dog walking client, there is no charge if your visit is cancelled by 9:00 a.m. Email or phone message must be time stamped by 9:00 a.m. that day*

**Holiday Cancellations:** Please understand that we receive more requests for reservations than we can often handle during the above holiday time periods and we may have turned away other clients because we have reserved time for you. If you cancel a holiday service, there is no refund available. Any service schedule over the following holidays fall under this cancellation policy: New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

**Visit times:** Pet Sitting visits are available 7 days a week beginning at 7:00 am until 9:00 pm. We will do our very best to arrive at the requested times.

Morning Visits            7:00 am – 9:00 am

Mid-day Visits            11:00 am – 2:00 pm

Afternoon Visits        3:00 pm – 5:00 pm

Evening Visits            7:00 pm – 9:00 pm

Overnight Visits        7:00 pm – 7:00 am

**Leash Policy:** For the safety of the pet and The Pet Nanny, we do not allow dogs off leash unless it is in a secured environment.

**House Keys:** The Pet Nanny must have two sets of keys at the time of the booking or a \$5 charge is applied to make an additional copy. Key drop off or pickup is \$15. Garage codes are not a substitute for keys.

**Returning Home:** Upon your return home, remember to call, text, or email The Pet Nanny so we do not continue to check in on your loved ones. We all know that planes are delayed, plans change, and unforeseen circumstances happen every day. So unless we hear from you we will continue to take care of your pets at your regular rate.

\_\_\_\_\_ Initial Here that you understand and agree to The Pet Nannys Policies and Procedures

\_\_\_\_\_ Initial Here. I give you permission to use video or photos of my pet companion as a testimonial or in The Pet Nanny's advertising and marketing.

## SERVICE AGREEMENT

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

1. The Pet Nanny agrees to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against The Pet Nanny, its employees or assigns, except those arising from proven negligence of the pet sitter.
2. There will be a \$25 service charge for each returned check.
3. Cancellation Charge Schedule (% applies to entire service period total):
  - 0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
  - 2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
  - 8 days** prior to service or more: No charge, refund in full.
4. Client takes full responsibility for prompt payment of fees. A finance charge of 1.5% per month will be added to unpaid balances after thirty (30) days. In the event it is necessary to initiate collection proceedings on this account, Client will be responsible for all reasonable attorney's fees and costs of collection.
5. Reservations are made to plan sitter availability. Clients returning home early will not receive a refund or credit.
6. I agree to reimburse The Pet Nanny for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
7. The Pet Nanny is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.
8. The Pet Nanny accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. Pet care will be performed only by The Pet Nanny during all assignments unless prearranged with Client
9. The Pet Nanny does not care for aggressive animals or animals with a history of biting.
10. The Pet Nanny will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors. The Pet Nanny requires that dogs with access to the outdoors have a secure perimeter fence line free of holes, gaps, or deteriorated fence material. The Pet Nanny is not responsible for pets who escape an insecure fence.
11. Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Client agrees to indemnify and hold harmless The Pet Nanny in the event of a claim by any person injured by the pet.
12. It is expressly understood that The Pet Nanny shall not be held responsible for any damage to client's property, or that of others, caused by client's pets during the period in which they are in its care. Client has advised The Pet Nanny of all situations, which will relieve it of liability for damage.
13. I authorize this contract to be valid approval for future services so as to permit The Pet Nanny to accept my telephone, email, or internet reservations and enter my premises without additional signed contracts or written authorization.
14. The Pet Nanny reserves the right to terminate this contract at any time, at its sole discretion; likewise, client may terminate this contract at any time. There is no term of contract for daily service.
15. The Client states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Signed \_\_\_\_\_ Date \_\_\_\_\_

*Please make all checks payable to Deb Alling*

**To ensure that we provide the best possible care to your pets and your home, we need detailed information from you. Please take some time to fill out the below form prior to your meet & greet. If you have any questions don't hesitate to contact us.**

**Client Info & Pet Guide:**

Client Last Name: \_\_\_\_\_ Client First Name: \_\_\_\_\_ Spouse Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP : \_\_\_\_\_

Email address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Veterinary Clinic: \_\_\_\_\_

**Pet Information:**

	Name	Animal Type	Breed/Color	Birthday	Spayed/ Neutered?	Declawed	Sex	Up to date on vaccines
Pet 1								
Pet 2								
Pet 3								
Pet 4								
Pet 5								
Pet 6								

**Crating / Gating Information:**

(please describe where each pet is be when unsupervised)

**Shy / Aggressive Pets:**

(has your pet bit anyone or another pet? Are they an escape artist? afraid of strangers?)

**Feeding Instructions:**

	Brand of food	Feeding time	Amount per meal:	Additional Instructions:
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	Brand of food	Feeding time (check all that apply)	Amount per meal:	Additional Instructions:
Pet 1		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
Pet 2		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
Pet 3		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
Pet 4		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
Pet 5		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
Pet 6		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		

### Medication Instructions:

Which Pet?	Name of Medication	Administer when:	Dosage:	Specific instructions:
		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		
		<input type="checkbox"/> am <input type="checkbox"/> mid <input type="checkbox"/> pm		

### Medical History:

(please give a detailed history on each pet)

### Location of:

Crated Area		Treats	
Leash / Collar		Litter Box	
Food Dish		Scoop & Litter Box Supplies	
Food		Kitchen Waste	
Water Dishes		Outside Waste	
Medication		Paw Towel	
Paper Towels		Spot Cleaner	
Broom/Vacuum		Put Mail / Newspaper	
Indoor Plants		Outdoor Plants	
Garbage pickup day		Poop bags / scoop	

## Veterinary Release Agreement

In the event that any of my pets appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of The Pet Nanny, I give permission to The Pet Nanny to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask My Pet's Nanny to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$ \_\_\_\_\_ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that The Pet Nanny works hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow The Pet Nanny to use their best judgment in handling these situations, and I understand that The Pet Nanny assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by The Pet Nanny for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident. In the event it is necessary to initiate collection proceedings on this account, Client will be responsible for all reasonable attorney's fees and costs of collection.

I further authorize The Pet Nanny and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s). Every dog and cat at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of pet sitter. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify The Pet Nanny of any signs of injury or possible illness before any visit as soon as the condition appears. The Pet Nanny reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. The Pet Nanny strives to provide clean, safe service to each of our clients. In doing so, The Pet Nanny strongly recommends that each pet and large animal be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time The Pet Nanny cares for one or more of my pets. I understand that this agreement applies to all of the pets within The Pet Nanny's care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

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