

SUSAN'S PAWS AND CLAWS PET SERVICES

Policies and Procedures

Susan's Paws and Claws Pet Services provides loving at home pet care while owners are away. Whether you go on vacation, a business trip, need a midday visit to walk, feed or cuddle, or medicate your pet; Susan's Paws and Claws Pet Services will be there when you can't be.

Reservations: It is best to plan a couple of weeks in advance in order to obtain services on the dates you desire. An in-home interview is required, prior to reservations, for all new clients. While we can tentatively pencil in your dates we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will also review and complete forms and sign agreements.

Keys: Susan's Paws and Claws Pet Services will obtain your house key during the initial visit. It is recommended your key remain in your Susan's Paws and Claws Pet Services file for convenience in future use of our service and to enable telephone reservations, thus avoiding future key pick-up and/or return charges (\$15). Keys will be returned for a normal visit fee for clients that want keys returned.

Reservation confirmation: Always directly confirm your reservation with Susan's Paws and Claws Pet Services. This ensures that we won't miss your message and your pets care will continue uninterrupted.

Extended Absence: In the event you have to be away longer than planned, please let us know. Your pets' well-being depends on our communication!

Cancellations: Cancellations may be made up to 24 hours in advance of your scheduled service. A \$10 cancellation fee will be applied to your account for All cancellations. Any remaining deposit will be credited to your account.

Holidays: Holiday seasons are hectic for everyone - make your reservations early! There is an additional one-time fee of \$25 charged on these holidays - New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. All deposits for these holidays are NON- REFUNDABLE.

"Comfort Calls": You may call Susan's Paws and Claws Pet Services between 7 a.m. and 8 p.m. CST daily to check on your pet during your absence. Since I am often with client's pets, please leave a message and your call will be returned promptly.

"I'm Home" calls: Please remember to call when you have returned home safely! Otherwise, we will need to continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. Please call at ANY hour and leave a voice message that you have returned.

Choose the plan that fits your needs

Vacation Plan: This type of service, designed for vacations and business trips, has a beginning and an end date. Your options are:

- Once daily visits - minimum number of daily visits for cats, birds, fish, hamsters and other small caged pets.
- Multiple daily visits – Recommended for dogs nine months and under is three visits per day and over nine months is two visits per day. Additional visits are available at your request.
- 3-4 visits daily - 30-minute visits available by request for pets with special needs.
- Over Night Stay – 7:00 p.m. to 7: 00 a.m. (or hours that you and Susan agree on)

In addition to the daily pet care, this plan includes the 'extras': pick up mail and newspapers, water plants or garden, daily clean up (scoop yard /litter box), cage cleaning, lights and TV/radio turned off in the morning and on at night (twice daily visits), fill outside bird feeders, set out trash on collection day, etc.

Duration of visits: All visits will be for approximately 30 minutes, occasionally a bit more or a bit less time, depending on pets' needs and/or additional services requested.

Rates

\$20 for a 30-minute visit for up to 3 pets. Additional \$2 per pet over 3.

\$35 for a 60-minute visit for up to 3 pets. Additional \$2 per pet over 3.

\$60 for a 12 hour over night shift for up to 3 pets. Additional \$2 per pet over 3.

Normal visits are scheduled between 7 a.m. to 7 p.m.

If visits are required prior to 7 a.m. and after 7 p.m., there will be an additional charge of \$10 for each visit prior to normal business hours.

Payments: Payment is due on or before the first day of service.

Payment for ongoing services are due each Monday for the current week or can be paid in advance monthly. All payments are paid in advance and not after services are rendered.

Unplanned fees: there will be a \$20.00 charge as well as reimbursement if the sitter has to restock depleted supplies – it is the owners' responsibility to provide more than adequate amounts of food, litter, treats, medications, flea products and other items needed for complete care of their pets.

Acceptable methods of payment: Cash, checks and money orders are accepted.

Returned checks: Client agrees to pay a \$35 fee for each check returned by the client's bank regardless of the reason.

Pet Transportation: Susan's Paws and Claws Pet Services offers pet taxi service to veterinary appointments, grooming appointments or wherever you need your pet to go. Fee for this service is \$25 within five miles of your home. Each additional mile is charged at \$2 per mile.

Other Stuff

Visitors: Please notify Susan's Paws and Claws Pet Services if others (maids, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Susan's Paws and Claws Pet Services have been engaged. The police will be called on all intruders or suspicious acts without exception. Susan's Paws and Claws Pet Services, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends,

neighbors, relatives or other service persons., that shall enter your residence for any purpose while Susan's Paws and Claws Pet Services is caring for your pets. Initials _____

Emergencies: Everyone has them! Feel free to call if an unexpected need arises; while we will make every attempt to accommodate your needs, even on short notice.

Unsecured pets: Susan's Paws and Claws Pet Services will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. Susan's Paws and Claws Pet Services does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

I have read and agree to the above.

Signed _____ Date _____

WE ARE HERE TO HELP! PLEASE LET ME KNOW IF THERE IS ANYTHING ELSE WE CAN HELP YOU WITH.