



## Rules and Policies

### Purrfectly Poochy Pet Sittings' Commitment to you

We will provide our services in a reliable, caring and trustworthy manner. We will uphold the standards of excellence set by Purrfectly Poochy Pet Sitting, PSI (Pet Sitters International) and NAPPS (National Association of Professional Pet Sitters). We will always treat you with honesty, integrity and will not put you, your pet, your residence or any of your property at risk. While we are sitting for you, we will not assign or delegate any of our duties to anyone without your consent and will not touch or disturb anything in your home. We will hold ourselves fully responsible for anything that arises from any negligence on our part and will adhere as closely as possible to your feeding instructions and visitation schedule and will allow adequate time for exercise and play.

### Owner Requirements

- 🐾 Ensure travel departure and return dates and times are correct, last minute changes, extension of travel and additional visits may not always be accommodated or available.
- 🐾 Notification immediately via phone, TXT or e-mail of your return home.
- 🐾 Provide all pet supplies, including an adequate amount food, leashes, bowls, toys, treats, crates/cages, cleaning products and procedures etc.
- 🐾 Payment arrangements and notification to your pet(s) veterinarian that Purrfectly Poochy Pet Sitting is caring for your pets.
- 🐾 Notification to Purrfectly Poochy Pet Sitting of any person or persons who may be in the home or visiting the home during the time of service. This includes family members, service contractors, repair personnel, etc.
- 🐾 Notification to, relatives or guests in your home, etc., that a Pet Sitter will be on the property.
- 🐾 Notification to Purrfectly Poochy Pet Sitting if your home is in a flood zone.
- 🐾 Will call for updated rules and policies, rates and services as they are subject to change without notice.
- 🐾 Acknowledgement to being the sole owner of the pet(s), and are free and clear of all liens and encumbrances.
- 🐾 Complete responsibility for any and all behavior of pet(s), any injury, illness or effects while in the care of Purrfectly Poochy Pet Sitting.
- 🐾 Complete responsibility of charges/fees associated with scheduled and/or emergency visits to Veterinarian or Groomer.
- 🐾 Reimbursement to Purrfectly Poochy Pet Sitting for charges or additional fees paid on your behalf for obtaining emergency care, as well as any expenses incurred for expected/unexpected: veterinarian or grooming salon visits, visits to home, transportation, housing, food, supplies or any fees associated with damages/medical expenses from injury to the Pet Sitter, Assistant or Replacement Sitter, by your pet(s).
- 🐾 Notification of any and all claims that you have made regarding compensation for veterinary care given as a result of alleged negligence on our part within 48 hours.

### Veterinary Services

- 🐾 I authorize Purrfectly Poochy Pet Sitting, in its sole discretion, to act on my behalf in transporting, obtaining and authorizing emergency and/or scheduled veterinary services for my pet. I also acknowledge that the fees/charges from any veterinary services and/or other requisite attention to the pet are solely my responsibility and any fees paid for by the pet sitter will be fully reimbursed immediately upon my return.
- 🐾 Purrfectly Poochy Pet Sitting will take every measure to ensure cleanliness between visits to prevent the transmission of disease and parasites such as but not limited to: kennel cough, canine flu, feline flu, fleas and ticks. However, since we are not with your pet 24/7, we cannot ensure that you pet, especially those that have access to the outdoors or stay outside, will not contract some type of ailment from contact with other outdoor pets, creatures and insects.

### Additional/Extended Visitation

- 🐾 Purrfectly Poochy Pet Sitting reserves the right to make and charge for additional visits and/or extension of a visit for instances such as, but not limited to, **Outdoor Pets:** Inclement weather such as: tornado, floods, heavy rain, high heat, snow, etc; **Indoor Pets:** Tornadoes, floods, destructive or aggressive behavior, not eating, etc.



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- 🐾 Each additional or extended visit(s) is charged at the agreed upon rate and must be paid for at the completion of the scheduled assignment.

#### Key Exchange/ Alarm

- 🐾 It is expected at the consultation for you to provide Purrfectly Poochy Pet Sitting with a spare set of house keys and/or a garage door opener. Your key will be returned in the manner that you request, with the exception being to lock it in the home at the end of the assignment.
- 🐾 If you require Purrfectly Poochy Pet Sitting to return your key after the specified assignment is over, we will do so free of charge, however, there will be a \$10.00 key pick up charge for future assignments.
- 🐾 If you require Purrfectly Poochy Pet Sitting to activate/deactivate an Alarm system, you must provide Purrfectly Poochy Pet Sitting with the alarm disarming code, password, alarm company name and number.

#### Privacy Policy

- 🐾 We do not divulge client information to anyone outside of Purrfectly Poochy Pet Sitting. If through outside means someone knows that you are a client of ours, we will not tell them of any of the services that we provide or have provided to you. Furthermore, if someone arrives at your home while we are on assignment, we will inform them that we are performing services per your request, and that you are currently unavailable.
- 🐾 Purrfectly Poochy Pet Sitting's company vehicle advertises our business. When visiting your home we will back into the driveway thus hiding our advertisement.
- 🐾 If at anytime we feel that your privacy, or the security of your home is in jeopardy, we will take whatever measures necessary to protect you and if needed will contact you immediately.

#### Transportation to alternate location(s)

- 🐾 Purrfectly Poochy Pet Sitting reserves the right to transport your pet to a safe and suitable location if walking services are requested. The safety and well-being of the Pet Sitter is just as important as the safety and well-being of the pet.

#### Overnight Care

- 🐾 Overnight Care assignments will not exceed 12 hours in duration and are available based on current schedule.

#### Inclement Weather

- 🐾 Inclement weather will not hinder our scheduled services, pet(s) will be made to go outside to potty and scheduled walk(s) will be given as long as weather is non-life threatening, or they may be replaced with activities such as fetch, tug and/or hide and seek with toys or treats inside.
- 🐾 Tornado and flood watches/warnings are quite common in the state of Alabama; a visit to your home will be made to ensure that your pets are safe, once the immediate threat has passed. If your home is deemed unsafe, at your expense, pet(s) will be taken to a safe location until home is deemed safe or you return.

#### Last Minute Changes/Extension of travel

- 🐾 Our time is scheduled very carefully to accommodate you and our other client's; last minute changes, extension of travel or additional visits requested after start of assignment may not always be accommodated or available.

#### Cancellations

- 🐾 Cancellations by the Pet Sitter will only occur if the Pet Sitter is faced with a life threatening emergency. Should an emergency occur (such as a death in the immediate family), you will be provided as much notice as possible and will be assisted in finding a replacement sitter, unless you choose to make other arrangements.
- 🐾 If you cancel during a scheduled assignment, Purrfectly Poochy Pet Sitting is not responsible for finding you a replacement pet sitter for the remainder of the assignment.
- 🐾 During non holiday assignments, you may cancel services at any time and will be issued a refund of any processed payment(s) minus payment for the days that have been worked and a 25% cancellation fee based on the remainder of the assignment.
- 🐾 During non holiday assignments cancellations made before the start of the assignment, will incur a 25% cancellation fee on the total of the scheduled assignment.



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- 🐾 Holiday cancellation (with the exception of severe weather, life threatening emergencies, or a death in the family), made with less than a 7 day notice will result in a charge of 50% of the total of services. Cancellations made prior to 7 days will be handled the same as non holiday assignment cancellations.

Payment Policy

- 🐾 We accept Cash, Money order and Check
- 🐾 At the consultation you are required to pay at least 50% of the total of the assignment, with the remaining amount due on the day of your return. If the assignment is ongoing, payment is due in full in weekly or monthly increments prior to the start of each week or month.
- 🐾 For established clients, the assignment form and payment (in full) may be left on a kitchen counter or other specified area for the pet sitter to collect on the first day of service; a receipt will be left.
- 🐾 Holiday's will incur a 25% surcharge based on the total of services for the day before, day of and day after holiday.
- 🐾 Please make all checks/money orders payable to: Purrfectly Poochy Pet Sitting (***Please do not post date***)
- 🐾 Make out for the exact amount as reflected on your Assignment Form.
- 🐾 ***\*Returned Bank checks: Owner will be assessed a fee of \$25.00 per submittal item and a \$1.00 per transaction charge.\****

Indemnification and Hold Harmless

I agree to indemnify and hold harmless Purrfectly Poochy Pet Sitting, Assistant or Replacement Sitter, from any and all liability that may result from the following:

- 🐾 Security of the premises, damages or loss of property if other individuals have access to my home during the term of this agreement such as, but not limited to: friends, family, cleaning services, repair persons.
- 🐾 Damage (s) or injury to my home or property from, but not limited to; inclement weather, leaking pipes, malfunctioning water heater and heating/air conditioning units.
- 🐾 Any injuries inflicted by my pet(s) upon other animals, the pet sitter, assistant, replacement sitter, myself, or other third-parties.
- 🐾 Damage(s) or injury to my property, or that of others, caused by my pet(s) during the period in which my pet is in the care of Purrfectly Poochy Pet Sitting, including any damage(s) or injury(s) to a person(s) or property by my pet while on a walk and/or outside.
- 🐾 Any injuries that may be suffered by my pet(s) including those stemming from destructive behavior in my home.
- 🐾 Veterinary treatment that my pet receives or the loss of my pet therein.
- 🐾 Injury(s), disappearance, death or fines of my pet(s) during any service provided by Purrfectly Poochy Pet Sitting, such as but not limited to: loose or faulty collar or leash, faulty fence or unlatched gate, free access to the outdoors, automobile accident to or from any scheduled/emergency veterinary or grooming salon appointment, transportation to and from a suitable and safe dog walking location.
- 🐾 Veterinary bills for the treatment of infections/medical issues such as but not limited to: kennel cough, canine flu, feline flu, ticks, rabies, allergies or other allergic reactions regardless of how transmission occurred. Death or loss of pet due to inclement weather, such as but not limited to: Tornadoes and Floods

I, \_\_\_\_\_ (pet owner) have read, understand and agree to the rules and policies of Purrfectly Poochy Pet Sitting. I further understand that there are no other promises, conditions, understandings or other agreements, whether oral or written, relating to this subject matter. I understand that a copy of this form will be kept on file for documentary purposes and that all rules and policies are subject to change at the discretion of Purrfectly Poochy Pet Sitting.

Pet Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Purrfectly Poochy Pet Sitting, Pet Sitter Signature \_\_\_\_\_ Date \_\_\_\_\_