

TREATS Pet Care Service[®], LLC

TREATS Pet Care Service[®], L.L.C. 703-258-2209 susan@treatspetcare.com

Mailing Address: Susan Howell 5055 Seminary Road # 319 Alexandria, VA 22311

Pet Sitting Guidelines and Policies and Procedures

TREATS Pet Care Service[®], LLC (TPCS[®], LLC)

Guarantee to you: If you are unhappy with the services contracted and provided to you by **TPCS[®], LLC** for any reason, notify **TPCS[®], LLC** within 24 hours of your return. Written notification is preferred (you can email). We will address your concerns within the following 24 hours and offer solutions to keep you happy and satisfied. If you fail to notify **TPCS[®], LLC** of your dissatisfaction, **TPCS[®], LLC** will not be liable for any make-goods or credits, at any future time.

Please read carefully. Sign and return one copy.

Thank You.

1. Pet Sitting visits are scheduled according to your needs and your pets needs 7 days a week, Monday through Sunday, mornings, nights, weekends and holidays. Please see our Holiday Calendar. **TPCS[®], LLC** always provides a FREE meet and greet to make sure that **TPCS[®], LLC** can provide you and your pets with the best possible match for a pet care-taker. All additional meetings, if required by the owner, will be scheduled on request at a cost of one pet visit per regular contracted minutes. Or \$20.00 per 15 minute visit. Including but not limited to picking up or returning keys. See key policy below.

2. Visit times: **TPCS[®], LLC** guarantees the contracted number and time of pet visits at the requested times or within a time range as closely as possible. **TPCS[®], LLC** policy is to first service all sick animals or pets requiring regular scheduled medications, **first**. We make every attempt to accommodate your needs and your pet's needs, however we are caring for multiple pets and the times may vary.

2a. Holiday & Premium Rates: Holidays are assessed an additional premium per visit of \$11.00. Saturday and Sunday visits are assessed at an additional \$5.00/ per visit premium. Major holidays recognized by TREATS Pet Care: Christmas & New Year Holiday (December 20-Jan 5), Memorial Day weekend, July 4 weekend, Labor Day weekend and Thanksgiving weekend. Other State or Federal Holidays may be included.

3. Inclement Weather: In the event of inclement weather, TREATS Pet Care has requested on your contract the name and phone number of a trusted contact person who can take provide care in the incident that **TPCS[®], LLC** is physically unable to reach your home due to impassable roads, or weather emergencies we will contact the individuals you provide. Your pets' health and well-being is our priority. We will contact you as soon as possible to keep you informed of these events.

4. Additional Pet Care Assistance and Other Scheduled Services: We all want our pets to have all the love and attention they deserve, but please be advised that if other persons are entering and exiting your home, **TPCS[®], LLC** will not be liable for any damages or problems that may arise as a result. Please inform us at the time of the each visit of anyone who may have access to your home while you are away. This includes cleaning services, repair persons, friends, family and neighbors. **TPCS[®], LLC** does not accept liability for other persons who will be in your home during pet care services.

4a. Other Services: **TPCS[®], LLC** can provide you with other services on a fee based schedule. Other services we can provide include- House Sitting, Indoor Plant Care, Outdoor Plant Care, and providing a point of contact-presence at your home for deliveries or repair or maintenance service personnel. Please ask about other services.

- 5. Vaccinations/Immunizations:** TPCS[®], LLC requires that all pets have the necessary vaccinations and immunizations before service begins.
- 6. Unforeseen purchases:** TPCS[®], LLC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent IF YOU RUN OUT. We will retain a receipt and the pet owner is responsible for reimbursement of these items. A \$60.00 Fee may be assessed. Client will be responsible for this fee plus the cost of all supplies purchased for the pet.
- 7. Pet waste:** TPCS[®], LLC will properly dispose of all pet waste as directed by you in the contract on your property in a trash receptacle, trash can or dumpster. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
- 8. Leashes:** All dogs will be required to be on leash during outdoor walks.
- 9. Animal Behavior:** Animals behavior can be unpredictable. TPCS[®], LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a TPCS[®], LLC provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the TREATS Pet Care Pet Care provider or by the animals.
- 10. Fences:** Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. **However, no fence system is totally secure.** TPCS[®], LLC does not accept responsibility or liability for any clients' animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.
- 11. Other dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
- 12. House Cleanliness:** TPCS[®], LLC will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, TPCS[®], LLC will charge a \$80.00/hour for clean up time. Routine/normal cleanup means: Litter box(es) is shoveled & solid waste, and liquid waste is removed and put into the trash container you designate. For Dogs this means clean up of bowel movement on dog walk and proper disposal in trash bin only. Normal cleanup can include a hairball or minor (one or 2) cat spit ups, or dog spit ups. As a rule, animals that are sick, vomiting, have excessive, diarrhea, stool and urinary problems are above the normal bathroom clean-up that we provide with visits. TREATS Pet Care can contact your cleaning service and make arrangements to have the areas cleaned. Billable time is \$80.00/ hour.
- 13. Privacy Policy:** All of your information will be kept private and confidential. TREATS Pet Care highly respects our clients entrusting us with the care of their home and pets. We recommend that you inform a trusted neighbor that while you are away, that TPCS[®], LLC will be caring for your pets and your home in your absence.
- 14. Household Emergencies:** Please leave name s and contact information of Maintenance Company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
- 15. Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, TREATS Pet Care may adjust the thermostat to ensure the health and comfort of your pets and TREATS Pet Care during our time of service.

15 Early Returns/Last minute Changes: It is not unusual for trip plans to change at the last minute. No refunds are offered. **TPCS[®], LLC** carefully schedules our time to service you and our other clients. Fees may be assessed. A credit may apply toward the next visit.

Cancellation Policies

Cancellations: **TPCS[®], LLC** requires at least 7 days* *notice prior to the first date of service to cancel without penalty. With the exception of verifiable emergencies*, cancellations received within twenty-four hours of first date of service will result in a cancellation fee of 100% of the total invoice for scheduled pet care. All costs pertaining to collection of fees will be payable by Client. Enforcement of cancellation fees is made at the sole discretion of TREATS Pet Care.

Holiday Cancellations: With the exception of verifiable emergencies*, any cancellations prior to a major holiday; i.e.: Christmas, New Years, Easter, Memorial Day, July 4, Labor Day and Thanksgiving will result in 100% of the total invoice for scheduled pet care services. We request your understanding that Holiday travel is a peak service time for pet care. Enforcement of cancellation fees is made at the sole discretion of **TPCS[®], LLC**. TREATS Pet Care Service does not issue refunds. **TPCS[®], LLC** may offer credit towards future services.

Payment: **TPCS[®], LLC** accepts cash or checks. For first time clients payment is due at contract signing or time of consultation. For established clients payment is due on the first day of the scheduled visit.

Reservations: To reserve and guarantee the time and space, payment is required up front. Please make all checks payable to TREATS Pet Care Service. Client is responsible for all fees incurred by **TPCS[®], LLC** pertaining to collection. Late payment fees will be assessed.

Returned Check Charges: There is a \$50 fee for all returned checks in addition to fees for services rendered. Client is responsible for all costs pertaining to collection. Late payment fees may be assessed for payments not received.

Key Policy: **TPCS[®], LLC** can keep your house keys and personal information secure. Maintaining on file a key made specifically for **TPCS[®], LLC** will assure that if you have unexpected trips, arrangements for additional pickups are not required. Client must have a written notice and 2 copies of keys on file for a non-refundable 30. fee. Keys are maintained in a secure file until their return is requested in writing, at which point they will be mailed via USPS return receipt requested. Our hope in this policy is to make your trips as convenient and seamless as possible. **TPCS[®], LLC** will not be responsible for keys once they are out of our possession. Additional appointment to pick up and return keys is billable time at your current contract rate or \$80.00 per hour. Charges for mailing fees, gas and time may apply.

Rates & fees: First meeting is FREE (30 min.) We do not bill for that time. **TPCS[®], LLC** reserves the right to bill for all time spent with you or your pets at your request, or as warranted by the visit, for additional meetings at client request, or emergencies. Billable hourly rate: \$80.00 / hour. **TPCS[®], LLC** may issue you credit towards future pet sits at our discretion. We do not offer refunds.

I, _____ have read, understand and agree to the policies and guidelines of TREATS Pet Care. I further understand that a copy of this form will be kept on file for documentation purposes. All policies and guidelines are subject to change at the discretion of TREATS Pet Care Service ®, LLC (TPCS ®, LLC) .

Pet Owner

Signature _____ **Date** _____

TREATS Pet Care Service

Signature _____ **Date** _____

***Verifiable emergencies include extreme weather, catastrophic weather conditions and acts of nature, life threatening emergencies, death in the family and changes not within control of Client. Issuing credit will be the sole discretion of TREATS Pet Care Service ®, LLC**

**** (7 business calendar days)**