

ALL CRITTER PET SITTING, LLC PET SITTING POLICIES AND PROCEDURES

All uses of the phrase "ALL CRITTER PET SITTING, LLC, We, or Us" shall refer to ALL CRITTER PET SITTING, LLC Client will be referred to as "Customer or You".

Scheduling & visit times: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. ALL CRITTER PET SITTING, LLC will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.

Confirmation Call (Prior to out-of-town Departure): ALL CRITTER PET SITTING, LLC will make a confirmation call no less than two days prior to each departure in order to verify all information (dates, contact numbers, etc.) are still correct. Please make sure we speak personally to you, this is to ensure your pet's needs are carried out as intended.

Early Returns: ALL CRITTER PET SITTING, LLC carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.

Cancellations: A full two-day notice prior to the date of the first visit is required for cancellations. Failure to provide notice of less than two days will result in a \$30 cancellation fee.

Holiday Cancellations: Pet sitting services and kennels receive more requests for reservations than they can handle during the holiday time periods and we may have turned away other clients because we have reserved time for you during this busy season. If you cancel seven days or less prior to **any holiday**, you will be charged for one-half of the visits.

Inclement Weather (Primarily severe storms, hurricanes, etc.): ALL CRITTER PET SITTING, LLC will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet and it's safety is our first concern. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified; 4) You will be notified that the above-mentioned contingency plan has been activated.**

Emergency Contact: ALL CRITTER PET SITTING, LLC has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet. Garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for ALL CRITTER PET SITTING, LLC to reach , customer realizes that ALL CRITTER PET SITTING, LLC will provide service, but not until conditions allow us to get to your home safely.**

Medications / Vaccinations: ALL CRITTER PET SITTING, LLC will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances will ALL CRITTER PET SITTING, LLC service any pet that has any form of contagious illness.** This is for the safety of our other customers. ALL CRITTER PET SITTING, LLC requires that all pets have the necessary vaccinations and immunizations before service begins. If a ALL CRITTER PET SITTING, LLC pet care provider is bitten or exposed

to any disease or ailment received from a client's pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

Access to your Home by Others: If customer allows any other person access to their home during **ALL CRITTER PET SITTING, LLC**'s contract period, **ALL CRITTER PET SITTING, LLC** cannot be held liable for any damages to property or pets as a result. Please notify **ALL CRITTER PET SITTING, LLC** if someone will be in your home. Please also notify the person in your home that **ALL CRITTER PET SITTING, LLC** is coming so that your visitor is not surprised by our entrance.

Fences: Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** **ALL CRITTER PET SITTING, LLC** does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced -in area. This includes electronic, wood, metal, or any other fence type.

Pet and house/yard clean-up: **ALL CRITTER PET SITTING, LLC** will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. **ALL CRITTER PET SITTING, LLC** is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste disposed.

Collars and Leashes: All dogs will be required to be on leash during outdoor walks.

Privacy Policy: **ALL CRITTER PET SITTING, LLC** highly respects our clients entrusting us with the care of their home and their pets. We do recommend your inform a trusted neighbor that while you are away, **ALL CRITTER PET SITTING, LLC** will be caring for your pets and your home.

Thermostats: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

Animal Behavior: Animal behavior can be unpredictable. **ALL CRITTER PET SITTING, LLC** does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a **ALL CRITTER PET SITTING, LLC** pet care provider is harmed or injured by the clients animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the **ALL CRITTER PET SITTING, LLC** pet care provider or by the animal.

Updates: Please provide us with any changes regarding your pet care and/or other pertinent information.

Payment: For a service period of seven (7) days, or more, **50% advance payment** is required three business days in advance. Payment is due on or before the 1st day of the service; customer has the option to post-date their checks to the LAST day of service. Checks will not be cashed/deposited until after service is complete. Customer will be quoted the rate of the total payment at the time of the confirmation call and **ALL CRITTER PET SITTING, LLC** will leave a paid invoice for your records as a receipt.

Return Check Charges: There is a \$25 fee for any returned checks.

Keys: If you are not already doing so, consider letting **ALL CRITTER PET SITTING, LLC** retain your house key. Keys are kept in a secured lock system and are coded for customer confidentially. If you choose not to have **ALL CRITTER PET SITTING, LLC** retain a key, picking up and returning a key requires two (2) extra trips and there will

be a \$5 charge per trip for time and mileage. A second option would be to use a coded lock box provided by **ALL CRITTER PET SITTING, LLC**. Please check the key you provide **ALL CRITTER PET SITTING, LLC** to ensure it will open your door!

Unacceptable Pets: **ALL CRITTER PET SITTING, LLC** has the right to refuse animals who appears to be aggressive, ill, etc. or could cause harm to **ALL CRITTER PET SITTING, LLC** sitters or others.. We do not have to provide reasoning for refusing to work with you or your pet.

Abandon Policy: If you abandon your pet in our care. We have the right to report your actions to the appropriate authority, give your pet up for adoption, etc. All expenses incurred during this time period the owner will be held 100% liable for reimbursing **ALL CRITTER PET SITTING, LLC**..

Client Signature _____ Date ____/____/____

ALL CRITTER PET SITTING, LLC Signature _____ Date ____/____/____