



~ PetWatcher Policies ~

1. Hours: Normal business hours are from 5 am to 9pm EST. Telephone messages left after 9pm will be returned the following day, with the exception of "I am home" calls.
2. New Pet Sitting Clients: A complimentary consultation visit is required for all new pet sitting clients prior to reservations being accepted.
 - A. During the consultation visit, we will assess the compatibility between your pet(s) and me, as well as complete necessary forms and contracts. I will also need to pick up a key at this time.
 - B. A 50% deposit is due at the consultation visit to reserve the pet sitting dates for sits longer than two weeks.
 - C. Last minute reservations can only be accepted if there is time available for the consultation visit and I have availability for the job.
3. Existing Pet Sitting Clients: Telephone reservations are accepted from existing clients.
 - A. Be prepared to notify me of any changes since I last saw your pet(s). This includes new animals, changes in diet or habits, medications, etc.
 - B. Reservations are not set until we speak in person. Voicemail messages do not constitute making a reservation.
 - C. Full payment for services can be acceptable at the start of each sit; however, an additional invoice may be needed for unanticipated charges.
4. New Dog Walking Clients: A complimentary consultation visit is required for all new dog walking clients prior to a job being accepted.
 - A. During the consultation visit, we will assess the compatibility between your pet(s) and me, as well as complete necessary forms and contracts. I will also need to pick up a key at this time.
 - B. Payment may be made by the week or the month.
5. Pet Sits: A "pet sit" is a visit to your home to care for your pet(s) while you are away.

A. Each visit will last anywhere from 30 to 45 minutes in duration, depending on the needs of your pet(s). Visits for dogs will last the full 45 minutes.

B. No visit will last longer than 45 minutes unless prior arrangements have been made for longer visits and the per-visit fee is adjusted accordingly.

C. Cats: Each visit for cats includes fresh food and water, cleaning of the litter box, administration of necessary medications (liquid or pill only), any miscellaneous services requested (see below), and lots of love & attention for cats that aren't shy. Important: For the safety and security of both your home and your cat(s), I require that cats be visited a minimum of once per day. I do not provide every-other-day visits.

D. Dogs: Each visit for dogs includes fresh food and water, a walk with them or playtime outside, picking up waste, administration of necessary medications (liquid or pill only), any miscellaneous services requested (see below), and lots of love & attention for your dog(s). IMPORTANT: Because dogs are social creatures that depend on human interaction for their happiness, I require that dogs be visited a minimum of twice each day but recommend three visits each day.

E. Miscellaneous Services: The following services can be performed during visits upon request at no additional charge: bring in mail and newspapers, water indoor plants, brush pet(s), rotate lighting/window coverings, adjust television/radio, and take out/bring in trash bins.

F. Due to liability reasons, I do not accept "shared" pet sitting jobs with anyone, including friends, relatives, or neighbors. The exception is other sitters associated with PetWatcher.

6. Dog Walks: A "dog walk" is a visit to your home to take your dog(s) outside for a walk, giving them an opportunity to relieve themselves during your workday.

A. Each visit will last approximately 30 minutes, unless prior arrangements have been made for longer visits and the per-visit fee is adjusted accordingly.

B. Each visit includes a walk and playtime outside, picking up waste, administration of necessary medications (liquid or pill), and fresh water.

C. For safety and security reasons, all dogs are required to have on a collar and be walked on-leash.

7. Keys: House keys will be obtained during the consultation visit and can either be returned at the end of a pet sitting job or kept on secure file with me in anticipation of future visits.

A. I will return keys in person upon request. There will be a trip fee for return and pick up keys.

B. For security reasons, keys will not be locked inside the home, placed in a "secret" location outside, or mailed.

C. If keys are returned, a \$5.00 fee will be charged for each pick-up and return for future jobs.

D. Keys kept on file with me are kept in a secure location with nothing more than coding attached to them. Personally identifiable information is not attached to your keys.

8. Cancellations or Changes in Service: Notify me as far in advance as possible of any cancellations or changes in your service.

A. Clients who cancel service more than 8 days in advance of the first visit will receive a refund of the amounts paid in advance of the "sit".

B. Clients who cancel service with less than 72 hours before the first visit will be charged a cancellation fee equal to 75% of the total service charges for the job. This fee will be deducted from any deposit. If there was not a deposit for services, client will be invoiced for the cancellation fee.

C. Clients who cancel service with less than 8 days notice before the first visit will be charged a cancellation fee equal to 50% of the total service charges for the job. This fee will be deducted from any deposit. If there was not a deposit for services, the client will be invoiced for the cancellation fee.

D. Every attempt will be made to accommodate requests for changes in service.

E. Reservations for Thanksgiving and Christmas involve the two week period before and after the actual holiday. Reservations made in advance of these holidays are subject to a 2 week cancellation provision. If the cancellation is with two weeks or less until the reservation date, then a cancellation fee of 50% will be required. Cancellations more than 2 weeks from the reservation date do not have a cancellation provision.

9. Unsecured Pets: PetWatcher is not responsible for the loss, injury, illness, or death of any pets that have free access to the outdoors.

A. For the safety of your pet(s), it is recommended that they be confined in the house or a fenced yard for the duration of the pet sitting job.

B. All pets should have a collar around their neck with a visible identification tag attached.

B. It is the responsibility of the pet owner to inspect gates, fences, latches, etc. to be sure they are in proper working order and there are no outlets for pets to escape.

C. A waiver of liability will be required when outside pets are involved (and for other circumstances as well).

10. Third-Party Services: For liability, safety, and security reasons, it is requested that all third-party services, such as housekeepers, maintenance services (pool, lawn, plumbing, etc.), and even visits by friends, family, or neighbors, be suspended or cancelled for the duration of the pet sitting job. In the event that they are allowed access at the same time of the reserved sit, I will not be able to accept any liability claims or bond claims.

A. For liability reasons, I do not "share" pet sits with any other person, including friends, family, or neighbors.

B. If services are not suspended or cancelled, client must sign a waiver of liability.

C. If services are not suspended or cancelled, client must disclose to me in advance the names of all individuals who may be on the premises. Client must also notify those individuals that I will be taking care of the pet(s).

11. "I'm Home" Calls: For the safety and well-being of pet(s), all clients are asked to call me upon their arrival home.

A. "I'm Home" calls are accepted at any hour of the day.

B. Additional visits will be made if I do not hear from the client by their scheduled return time which will result in additional charges being added to the bill

I have read and I understand these policy statements.

_____ Date _____
Client / pet owner

_____ Date _____
Charmaine Hensley / PetWatcher