



Policies & Procedures

- 1. Scheduling and Visit Times:** We strive to accommodate the needs of your pet. Deb's Pet Buddies, LLC provides a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 2. Reservations:** It is best to plan in advance in order to obtain services on the dates you desire. An in-home consultation is required prior to reservations for all new clients.
- 3. Reservation Confirmation:** Please do not leave town without directly confirming your reservations with Deb's Pet Buddies, LLC office.
- 4. Early Returns/Last Minute Changes:** Deb's Pet Buddies, LLC carefully schedules its time to serve you and its other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care reservations.
- 5. Holiday Cancellations:** With the exception of severe weather, life threatening emergencies or a death in the family, any cancellations over holiday periods will result in a 50% cancellation penalty of the total amount due.
- 6. Pet Sitting Cancellations:** Outside of holiday periods, scheduled pet sitting services must be cancelled a minimum of 48 hours prior to the first scheduled service. Failure to provide 48 hours notice will result in a 50% cancellation penalty of the total amount due.
- 7. Daily Walking Cancellations:** Outside of holiday periods, scheduled daily walking services must be cancelled a minimum of 48 hours prior to the scheduled visit. Failure to provide 48 hours notice will result in a 50% cancellation penalty of the total amount due for that visit.
- 8. Additional Pet Care Assistance and Other Scheduled Services:** Deb's Pet Buddies, LLC does not accept liability for other persons who will be in your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes other pet care providers, cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that the services of Deb's Pet Buddies, LLC have been engaged and will supply said person(s) with contact information for Deb's Pet Buddies, LLC.
- 9. Inclement Weather:** You will entrust Deb's Pet Buddies, LLC to use best judgment in caring for your pet(s) and home at the time of inclement weather. Deb's Pet Buddies, LLC will carry out your instructions to the best of its ability. Client selection of a nearby emergency contact has been requested.
- 10. Inclement Weather Contact:** Deb's Pet Buddies, LLC has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). 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(s). Please remember that garage door openers are not operational in the event of power outages. In the event that the client does not provide a nearby emergency contact with access to your home, client realizes that Deb's Pet Buddies, LLC will provide service, but not until conditions allow us to reach your home safely.



- 11. Inclement Weather Plan:** 1) Every effort will be made to reach to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to safely reach your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.
- 12. Death of Pet:** In the unfortunate event your pet passes on in your absence, you will be contacted immediately. Deb's Pet Buddies, LLC will transport your pet, at no cost to you, to your designated veterinarian to hold for you according to your instructions. (Client is responsible for any veterinarian fees.)
- 13. Pet Guardianship:** In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you. We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).
- 14. Medication/Vaccinations/Immunizations:** Deb's Pet Buddies, LLC will attempt to administer subcutaneous, oral or topical medications as directed, but cannot be held responsible for complications that arise as a result. Under no circumstances will Deb's Pet Buddies, LLC service any pet that has any form of active contagious illness. Deb's Pet Buddies, LLC requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations. If a Deb's Pet Buddies, LLC pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
- 15. Unforeseen Purchases:** Deb's Pet Buddies LLC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet during your absence. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition, a \$15 trip fee will be applied.
- 16. Pet Waste:** Deb's Pet Buddies, LLC will properly dispose of your pet(s) waste. We do request however, that you provide the appropriate supplies (i.e. plastic bags, litter etc.) for this purpose and indicate how and where you would like us to dispose of the pet waste.
- 17. Collars/Leashes:** Please provide secure collars with appropriate tags for all visits. All pets will be walked on leashes. We will do our best to keep interaction with people and stray or strange dogs to a minimum. Deb's Pet Buddies does not accept responsibility or liability for any client animals considered to be free range that become lost or injured, fatal or otherwise, when instructed to allow client's animals to leave the home. (i.e. indoor/outdoor or outdoor cats)
- 18. Fences:** Deb's Pet Buddies, LLC does not accept responsibility or liability for any client animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the client's animals in a fenced area. This includes electronic, wood, metal or any other type of fence.



- 19. Contact upon your Return Home:** Please contact Deb's Pet Buddies, LLC promptly upon your return. To ensure the safety and well being of the client's pet(s), Deb's Pet Buddies, LLC may continue its assigned pet sitting service until notified by the client of the client's return home. If Deb's Pet Buddies, LLC continues to provide pet sitting services because they were not notified of the client's return home, all fees will continue to apply until notified by client. However, client agrees that Deb's Pet Buddies, LLC is not obligated to provide pet sitting service for dates that are not covered by the pet sitting reservation, regardless of whether or not the client fails to notify Deb's Pet Buddies, LLC that they have returned.
- 20. House Cleanliness:** Deb's Pet Buddies, 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. Deb's Pet Buddies, LLC is not responsible for carpet/flooring stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags. If there are accidents above and beyond the normal amount anticipated, Deb's Pet Buddies, LLC will charge a reasonable fee for clean up time.
- 21. Household Emergencies:** Please provide the name and number of a trusted 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; electrical malfunctions, leaking pipes, malfunctioning water heaters and heating and air conditioning units.
- 22. Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, Deb's Pet Buddies, LLC will adjust the thermostat to ensure the health and comfort of your pets.
- 23. Payment-Pet Sitting:** Deb's Pet Buddies, LLC accepts cash and checks. Checks should be made payable to Deb's Pet Buddies, LLC. All services are paid in advance.
- 24. Payment- Dog Walking:** We ask that you mail a check or use your financial institution's online banking program instead of leaving payment for pet care provider. Payment is due in our office by the 15th of the month for the prior month's services. Effective March 2013, if payment is not received by the 15th of each month, a late fee of \$25 will be applied to your invoice. For every week the invoice is overdue, your Invoice will be subject to an additional \$25.00 late fee.
- 25. Returned Check Charges:** Clients are responsible for all bank fees and costs of collections.
- 26. Keys:** Deb's Pet Buddies, LLC will obtain two copies of your house key during the in-home consultation. If two keys are not available at the time of in-home consultation, Deb's Pet Buddies, LLC will request permission to make a copy at your expense; a 5\$ key reproduction fee will apply. Keys will be coded for security; one key will be held by the pet care provider and the other key will be secured separately to be used only in the case of an emergency or lockout. Garage codes will not be accepted as the sole means of access to your home. Keys shall be tested in the presence of the client and pet care provider. Deb's Pet Buddies, LLC does not accept responsibility or liability for client's pet(s) or property when client specifies that door(s) be kept unlocked for pet care provider access.
- 27. Key Retention:** Key arrangements are to be made at initial in-home consultation. It is recommended that your keys remain in Deb's Pet Buddies, LLC custody for use in case of emergency, convenience in future use of our service and to confirm services via internet, telephone or email. Your keys will be kept in a secured system and are coded for your



protection.

28. **Key Pick-up/Drop-off:** If you choose not to have Deb's Pet Buddies, LLC retain your keys, key pick-up and/or drop-off will be at Deb's Pet Buddies, LLC's office location in Lititz. There will be a \$10 fee if Deb's Pet Buddies, LLC must pick-up and/or drop-off keys. **To insure the proper care of your pet, should you be delayed in your return, Deb's Pet Buddies will NOT lock your key in your home at the last visit.**
29. **Updates:** Please inform us of any changes regarding your contact numbers, your pet's care needs and other pertinent information.
30. **Privacy Policy:** All of your information will be kept private and confidential. Deb's Pet Buddies, LLC highly respects our clients entrusting us with the care of their home and pets.



Notice of Policies & Procedures

I, _____ have read, understand and agree to the policies and procedures of Deb's Pet Buddies, LLC. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and procedures are subject to change at the discretion of Deb's Pet Buddies, LLC.

- I request that Deb's Pet Buddies, LLC **RETAIN my keys for future service. (Required for dog walking service)**
Client Initials _____
- I request that Deb's Pet Buddies, LLC **RETURN my keys upon completion of each pet sitting assignment and understand that a \$10 key pick-up/return fee will apply.**
Client Initials _____

Client Signature _____ Date _____

Deb's Pet Buddies, LLC Signature _____ Date _____