

# All Critter Sitter Pet Sitting (ACS) Policies and Procedures

**Thank you for choosing All Critter Sitter Professional Pet Sitters.**

Our goal is to make your pet(s) as comfortable and happy as possible while you are away. The following is a list of our policies and procedures. If you have any questions or concerns, please don't hesitate to contact us.

***You & Your Pets comfort is our Number One goal!***

## **1) Contact Us:**

Any emergencies or urgent needs may be addressed by calling 972-369-4449 at any time to leave a message. Your call will be returned as soon as possible. If you have access to the internet while you are away, you may send email to [Debi@AllCritterSitter.com](mailto:Debi@AllCritterSitter.com).

Please remember to call upon your return. You may call at ANY hour and leave a voice message that you have arrived home safely. I do turn my cell phone off by 10 p.m. and on my 7 a.m. Otherwise, additional visits will be made to insure the safety and well being of your pet(s). Additional trips will be added to your bill.

## **2) Daily Schedule:**

ACS can visit your pet(s) as many times per day as requested. Please remember, *charges are per visit*. Visits scheduled after 9 p.m. are an additional \$10.00 per visit (plus any applicable Holiday Rate). If your pet is seen once a day (outside only dogs, dogs with doggie doors and/or cats), please note that the visit will be fit into ACS's schedule when we are in your area. Every effort will be made to schedule visits at approximately the same time apart. ACS uses the following criteria to determine the order in which they are visited on the schedule:

- Any pets requiring medication or with special medical needs
- Puppies and Seniors that require breaks more often
- Dogs that are crated
- Cats

## **3) Reservations:**

All reservations must be made through our website, [www.AllCrittersitter.com](http://www.AllCrittersitter.com). Existing clients will receive an invoice via e-mail as confirmation of their reservation and new clients will be given an invoice at the time of our Meet and Greet and/or emailed an invoice as confirmation of their reservation. We cannot accept a text message, voicemail message or email left as a reservation. This ensures that we won't miss your message/email and your pet(s) won't be left alone. To hold a holiday reservation, a deposit of 50% is due 7 days after booking your reservation. The balance is due the day service begins. See Holiday Fee on my website. Availability is on a first-come first-serve basis. The more notice you provide, the better chance of securing the dates you require. Sometimes emergencies do arise, but a minimum of 2 weeks notice is preferred.

#### **4) Key Pick up and Return Policy:**

ACS will retain two keys at the time of contract signing. Your keys will be returned at your request. It is suggested that you allow ACS to retain your keys on file for future pet sitting needs. If you prefer the key left on final visit, please note that the location will need to be outside in case you cannot make it home when originally planned. If you prefer your key is returned in person, a \$15.00 fee will be charged for each trip needed to pick up and return your keys.

#### **5) Security:**

Please notify ACS of anyone having keys or other type of access to your home. If you have a security system it is recommended that you provide ACS with an alarm code (different from your own). It is also recommended that you notify your alarm company with the name(s) of those authorized to enter your home. ACS will not be responsible for any damages incurred to your home or pet(s) by other persons on your property. If you have a friend, neighbor, family member, etc., coming in to 'Job Share' during ACS's visit schedule, ACS must be made aware of this prior to your trip and a Complete Release of Liability Form (Job Share) must be filled out and returned ACS prior to your trip.

#### **6) Holidays:**

There will be a holiday fee of 50% of the current rate in addition to regular rate charged for services on designated holidays. This fee is applied per visit on the following designated holidays only, and not for the entire service period. For example, service for 2 pets in McKinney, needing 2 visits daily from 7/3-7/5 is \$20 per visit on 7/3 & 7/5. \$30 per visit would be charged on 7/4.

New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Years Eve.

#### **7) Cancellation Policy:**

**Pet Sitting/Overnight Stay** - Cancellations may be made up to 7 days in advance of scheduled first visit. After that period, a cancellation fee of 25% of the total of reservation will be charged (i.e. \$100.00 reservation, \$25.00 cancellation fee). A consultation fee may also apply. See New Clients. You may request a refund of your remaining deposit balance, or have it applied as credit towards future services.

**Regularly Scheduled Work-Day Dog Visits** - Cancellations for services must be made at least 24 hours in advance to avoid being charged for the cancelled visit. If ACS arrives for a regularly scheduled Work-Day Dog Visit and you are home, you will be charged for the visit.

**8) Payment Policy:** Please make checks payable to Debi Alford.

**Initial Meet & Greet and Re-Meeting (for existing clients):** There is no consultation fee for our initial Meet and Greet, which will last up to 30 minutes. This meeting is for new clients (Initial Meet & Greet) and your pet(s), gather information on the proper care of your pet(s) and home, as well as to review policies and procedures. ACS will email over the forms once your reservation is made and requests that all forms be filled out prior to our Meet & Greet to save time. We will be happy to go over any questions you have regarding these forms at the Meet & Greet.

**Existing Clients:** Re-Meet (for existing clients) is for clients whom have a pet or pets ACS deems necessary to re-meet due to shyness, etc. or for clients who request ACS's time to come back to the home prior to their next trip, for any reason. The charge for the Re-Meet is \$20.00 for 30 minutes.

## **9) Service Description and Payment Expectation:**

**Pet Sitting/Overnight Stay:** Full payment for services is due at contract signing for new clients. See Cancellation Policy.

**Regularly Scheduled Work-Day Dog Visits:** Work-Day Dog Visits are only done between the hours of 10 a.m. and 2 p.m. Monday – Friday for those at work. Any scheduling of visits before or after that these times will be charged at the Full Service Rate. Payment for Work-Day Dog Visits is due on or before the 5<sup>th</sup> of the month following completed services. For example, all Work-Day Dog Visits completed during the month of March will be invoiced the last day of March and due in full on or before April 5<sup>th</sup>.

**Pet Sitting/Overnight Stay:** Full payment is due on/or before the day service begins.

**Vacation Visits:** Vacation Visits are for those out of town. Vacation Visits are to be paid in full prior to your departure by either mailing your check to ACS or by leaving check/cash on your table for ACS to pick up on our first visit.

**Full Service Visits:** Full Service Visits are for those in town but needing ACS before 10 a.m. and/or after 2 p.m. For example, you are working and need to be in a later afternoon meeting, needing ACS to visit your pet at 5 p.m. for dinner and a potty break. Full Service Visits must be paid upon your return by mailing a check to ACS.

**House Sitting:** Included in Pet Sitting Services, but also offered for those without pets left at home. We check that windows and doors are secured, pick up mail/newspapers, water plants, put out/take in trash bins for trash day. If you have several plants please note that the fee is in increments of 15 minutes and the length of time and fee applied will be at the discretion of ACS.

There is no additional charge for administering medication, so long as it can be administered during a 30 minute pet sitting visit with sufficient time to still provide proper care of your pets other needs. Additional time will be charged in 15-minute increments at a rate of \$45 per hour.

We do offer visits to administer medication only, such as pets requiring subcutaneous fluid injections and insulin injections. Hourly rate of \$45 applies in increments of 15 minutes.

### **Transportation / Errands:**

- Can't find time to get to or from the vet or groomers?
- Don't have time to pick up dog food or medication from your Vet?
- Ask how we can help.
- Hourly rate of \$45 applies in increments of 15 minutes.

Please note ACS will pick up all pet waste created during ACS's scheduled visits to your home. Please have your yard and/or litter boxes cleaned prior to ACS's initial scheduled visit. If you would like ACS to clean your yard and/or litter box not thoroughly cleaned prior to ACS's initial

scheduled visit, there will be a charge of \$45 per 15 minutes of work to do so which will be added to your bill.

**10) Additional Time Charges:**

The hourly rate of \$45, in increments of 15 minutes, will be added to your bill in addition to any expenses incurred for the following: In case of emergency, transporting your pet to the veterinarian in the event that your pet needs to be boarded- see Boarding Clause, in the event that extra time is spent cleaning up after your pet- see Pet Accidents, in the event that ACS needs to pick up more supplies for your pet- food, litter, etc.

**11) Boarding Clause:**

If at any time your pet(s) displays any aggressive behavior towards ACS during your absence, ACS reserves the right to board your pet at a local boarding facility or Vet. Client will be responsible for any visits ACS makes, Additional Time Charges incurred for transportation as well as kennel boarding fees. Remaining, unused visits will be credited towards any additional charges. Any remaining credit due will be refunded. This is for the safety of our staff as well as your pet(s).

**12) Returned Checks:**

There is a \$35 fee for each check returned by the client's bank.

**13) Delinquent Accounts:**

Late payments over 30 days will be assessed an additional \$30 fee per month. ACS reserves the right to refuse service for non-payment.

**14) Pet Accidents:**

Some pets may not adjust to your absence right away, and may have an accident in your home. This is normal, and ACS will make every effort to clean up after your pet. However, ACS reserves the right to increase the number of visits per day if your pet is consistently soiling your home between visits. These extra visits will be added to your bill.

**15) Outside Dogs:**

ACS does offer service to dogs that live outside, requiring only one visit daily. However, due to extreme weather that may arise at any given time, adequate shelter must be provided. If temperatures are above 95 degrees or below 40 degrees, an alternative to staying outside must be available. Extra visits will be added to your bill to ensure the safety and well being of your pet(s).

**16) Unsecured Pets:**

ACS will not be held liable for free-roaming outdoor pets (i.e. cats) in the event of illness, injury, loss or death. It is strongly advised that all pets be micro-chipped, wear an ID tag with a contact number and that they remain inside the home or confined for their own safety and welfare in your absence.

**17) Secured Areas:**

It is the pet owner's sole responsibility to pet-proof any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to keep pet(s) inside of or away from any areas your pet is not allowed access. ACS is not liable for any injuries pet(s) may sustain while alone in its own home/property.

I, \_\_\_\_\_ (clients name), have read and agree to the Policies and Procedures adopted by All Critter Sitter Pet Sitting.

\_\_\_\_\_

Signature

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Date