



Paws n' Claws

Policies & Procedures



Consultations/Meet & Greets: Consultations/Meet & Greets must be scheduled prior to making a reservation. Your Paws n' Claws pet sitter arrange a convenient time to meet with you and your pet(s). This is a time for you to become acquainted with your pet sitter and have any questions or concerns you may have, answered. This also allows your pet sitter to understand your pet(s) temperaments, listen to any directions you may give and learn the locations of supplies. This time also allows for forms to be completed, session dates to be established, and keys to be given.

Reservations: Reservations should be made in advance in order to obtain service dates you desire. The faster you reserve the dates, the more likely your desired dates will be easily scheduled. We ask for clients to give a minimum of one week advance in reserving dates but will try to be accommodating as much as possible. A short notice fee of \$10 will be charged if reservations are made in less than 48 hours of service. **A consultation is required, prior to reservations, for all new clients.** Never leave on your trip without confirming reservations with your pet sitter.

Pet Sitting Visits: Pet Sitting visits are usually performed between the hours of 7:00am and 8:00pm. Basic Visits are 30 minutes in length, Pampered Visits are 45 minutes in length, and Royal Visits are 60 minutes in length. They each include feeding, water, playtime, dog walking (if asked), yard and/or litter box cleanup, and elected household security tasks. If you have a preferred time, please be sure to notify your pet sitter. Although every effort will be made to be on time, we cannot guarantee this. We allow a 90 minute window for any unexpected changing of plans. For single visits, your pet(s) will not be left longer than 24 hours. For two visits, 10 hours and for three visits, 8 hours. Pets needing medications administered will have scheduling priority.

Dog Walking: EVERY dog being walked by Paws n' Claws will be on a leash, for their safety. No chances will be taken. On our walks, we do not allow socialization between dogs because of injury and disease. All walks are done in your neighborhood unless you and your Pet Sitter have an agreement otherwise. Please make sure all collars and leashes are secure. Please leave waste bags for your pet sitter as we do clean up after dogs on their walks. Please indicate where you would like these bags disposed of.

Additional Pet Care Assistance and Other Schedule Services: Paws n' Claws do not accept liability for other persons or services who will be in your home prior to, during, or immediately after Paws n' Claws services have been completed. Please inform your pet sitter who will be in your home while you are away. This includes friends, family, neighbors, cleaning services, or maintenance services and personnel. It is understood you will notify Paws n' Claws if anyone has access into your home. Paws n' Claws reserves the right to decline services. if you have another person or company to also take care of your pet(s). If the pet sitter feels uncomfortable or unsafe with this arrangement of both parties working, they have the right to discontinue the service.

<http://www.pawsnclawspetcare.com>
info@pawsnclawspetcare.com



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Inclement Weather & Plan: You are agreeing to trust Paws n' Claws to use best judgment in caring for your pet(s) and home at the time of inclement weather. You understand that the service schedule may be changed, interrupted, or altered due to unexpected circumstances. If inclement weather occurs and your pet(s) has a pet door or is left outside between visits, your Pet Sitter may make an extra visit to take the precautions of protecting your pet(s) and relocating them to a safer area inside the home. If necessary and Paws n' Claws feels there is a danger to the pet to stay, we will try and relocate the pet(s) to somewhere safe until your return. These visits will be charged to your account and you are responsible of paying it. Paws n' Claws assures you that you are not to be charged the full amount of a Basic Visit but of half the price of a Basic Visit.

Medication/Vaccinations: Paws n' Claws has will attempt to administer directions as directed but cannot be held responsible for any complications that may be a result. Paws n' Claws does not treat any pet that has any form of a contagious illness as this is a danger for other pets. All pets must have the necessary vaccinations and immunizations prior to service of Paws n' Claws. Your Pet Sitter may ask you to see the expiration date of all or any vaccinations. If a Paws n' Claws Pet Sitter is bitten or exposed to any disease or ailment received from the Client's pet, the Client is responsible for all costs and damages that be a result.

Outdoor Pets: Paws n' Claws cannot be liable for injury, disappearance, death or fines of pet(s) with access to the outdoors. Client will not hold Paws n' Claws responsible for any accident, health problem, escape, and/or death of pet(s) not directly related to a negligent act while in the care of Paws n' Claws. Paws n' Claws does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave client's pet in a fenced area. This includes wood, metal, electronic, or any other type of fence. Client should be sure that fence is in good working condition. We will also do our best to keep your pet from interaction with any stray or strange dog.

Household Cleanliness & Emergencies: Please leave Thermostat settings within a normal comfortable range (68-78°F). Your Pet Sitter will adjust this for the comfort and health of your pet if it is outside this range. Paws n' Claws will clean up after your pet to the best of our ability. Please let your Pet Sitter know the location of any cleaning supplies. We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags. Paws n' Claws is not responsible for any carpet/ stains or floor damage created by your pet(s). Please provide us with the name and number of a trusted person or maintenance company you can rely on to attend to any household emergencies that may occur while you are absent. This includes (but not limited to) leaking pipes, malfunctioning water heaters and heating and air units.

Keys: Paws n' Claws will obtain a copy of your house key during the first consultation. This key will be held by your Pet Sitter during your absence. It is recommended that you keys stay in the custody of Paws n' Claws for convenience in future use of our service and to confirm services via telephone or online. Your keys will be kept in a secured lock system and are coded for your protection. If you choose not to have Paws n' Claws retain your keys, key pick-up and drop-off by your pet sitter are available for a fee of \$5 each way. Client may also pick-up without fee.

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Payment: Paws n' Claws accepts cash, checks, and money orders for the time being. **Payment is due on or prior to the first visit of service.** All services are paid in advance. Please make your check payable to Paws n' Claws. There is a \$25 fee for each check returned by your bank, regardless of reason. Rates for services are non-negotiable. We reserve the right to refuse or end service for non-payment. As with most service providers, gratuity is always welcome but is never required. Each Client should receive an invoice for each session. For any payment that is not made prior to the start of services, a service charge of \$10 will be assessed upon your return for billing. The new balance should be paid within 7 days. If your balance remains unpaid within 30 days of your return, your account is subject to collections. You will also be responsible for Collection Agency Fees. Please make sure you make your payment on time!

Updates: Please be sure to inform Paws n' Claws of any changes regarding your contact number, your pets' care needs and other pertinent information.

Privacy Policy:

All of your information will be kept private and confidential. Under no circumstances will this ever be otherwise. Paws n' Claws will never come to your residence with a vehicle marked in any way. We do this so that the absence from your home is not detected. We also do not disclose to others that we are Pet Care Providers, unless it is law enforcement or related. Entry of another person is not allowed into your home if they are not listed on the Service Form. Paws n' Claws highly respects our Clients for entrusting us with the care of their home and pets.

Please make sure you have read, understood, and agreed to the Policies and Procedures of Paws n' Claws. Understand that there will be a signature on record for documentary purposes to ensure that you have read the Policies and Procedures Form. All Policies and Procedures are subject to change at the discretion of Paws n' Claws. If you have any questions, please contact Paws n' Claws. Thank you for entrusting us with your loved ones!



Paws n' Claws



Policies and Procedures

I, _____ have read, understand and agree to the Policies and Procedures of Paws n' Claws. I further understand that this signature of understanding will be kept on file for documentary purposes. All Policies and Procedures are subject to change at the discretion of Paws n' Claws.

Client Signature: _____

Print Name: _____

Date: _____