

# *Caring Paws Pet Sitting Services, LLC*

## **Policies and Procedures**

Caring Paws provides loving at-home pet care while owners are away or just need extra help. Whether you go on vacation, a business trip, need a visit to walk, feed, cuddle, or medicate your pet; Caring Paws will be there to help.

**Reservations:** Planning in advance is best when planning care for your pets; however, we are normally available with short notice too. An in-home meeting is required, prior to reservations, for all new clients. We must meet you, with your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will also review/complete forms and sign agreements. If at all possible, please have client and pet forms completed before initial visit to give us more time to talk and get to know each other.

**Keys:** Caring Paws will obtain your house key during the initial visit. It is recommended your key remain with Caring Paws for convenience in future use of our service and to enable telephone/email reservations, thus avoiding a future key pick-up and/or return charge. Keys will be returned for a normal visit fee for clients that want keys returned.

**Reservation Confirmation:** Caring Paws will email invoice confirmation for all scheduled visits and services. **If you do not receive invoice confirmation within 24 hours of you giving Caring Paws dates, please contact us** to ensure that we did not miss your message so your pets' care will begin/continue uninterrupted. **If you do not receive invoice confirmation, you are not scheduled.**

**Extended Absence:** In the event you have to be away longer than planned, please let us know! Your pets' well-being depends on our communication.

**Cancellations:** Cancellations may be made up to 24 hours in advance of your scheduled service. A \$10 cancellation fee will be applied to your account for all cancellations. Extreme circumstances may be discussed with Caring Paws. Any remaining deposit will be credited to your account. If a refund is requested instead of credit, a one visit fee charge will be deducted.

**Holidays:** Caring Paws does not charge extra for holidays. However, holidays are hectic for everyone – please make your reservations early to ensure care for your pet. Caring Paws busiest holidays are: New Years Eve, New Years Day, Spring Break, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. Summer months are also very busy.

**“Comfort Calls”:** You may call Caring Paws between 7 AM and 8 PM CST to check on your pet during your absence. Since I'm often with client pets, please leave a message and your call will be returned promptly. Emails/text are always answered if you decide to check on your pet by that means.

**“I’m Home” Calls/emails/text: Please remember to call when you have returned home!** In the past, I continued visiting to assure the safety and well-being of pets when the client did not inform me of their return. However, due to negative feedback I have stopped doing so. If you want me to continue visits until I hear from you, please let me know. Additional trips will be invoiced. Please call/email/text at ANY hour and leave a message that you have returned.

**Referrals:** Happy with the service Caring Paws provided? Receive \$15 credit for each paid referral.

### **Choose the service and frequency of visits that fit your needs**

**Number of Visits:** Since all clients and their pets have different needs, Caring Paws does not have a minimum or maximum number of visits required. Client chooses how often per day or week they want their pet visited.

Caring Paws does recommend:

- Once daily visits are advised for cats, birds, fish, reptiles, rodents and other small caged pets. More visits per day are always optional. Visits are approximately the same time each day.
- Multiple daily visits are advised for dogs. Recommended minimum is twice per day for dogs over 9 months of age and three per day for dogs under 9 months of age. Multiple visits available for all pets at your request.

In addition to pet care, visits also include the ‘extras’: dog walk, pick up mail and newspapers, water plants or garden, clean up of **normal** pet messes, scoop litter box, lights and TV/radio turned off in the morning and/or on at night, set out trash on collection day, etc. **All the ‘extras’ will need to be able to be completed within the time requested for the visit.**

**Dogs being walked should be used to walking politely on a leash except young dogs getting used to a leash. Caring Paws will evaluate dogs not used to being walked on a leash, if walking is desired. Dogs over 20 pounds that pull will not be walked.**

**Duration of Visits:** All visits will be for approximately 30 minutes unless longer visits are requested.

#### **Rates for Visits:**

\$20 for 30 minute visit with two or more hour arrival window (\$25 for a one hour window).

\$35 for 60 minute visit with two or more hour arrival window (\$40 for a one hour window).

Normal visits can be scheduled from 7 AM to 7:30 PM arrival.

For an additional fee, visits can be scheduled as early as 6 AM and as late as 9 PM.

Above rates are for up to three pets and within 10 miles of my home. \$1 per each additional pet and/or mile will be added. Caged pets and fish are no extra charge if only feeding is needed.

**Unplanned Fees:** There will be a \$20.00 charge, as well as reimbursement, if Caring Paws has to restock depleted supplies. It is the owners’ responsibility to provide more than adequate amounts of food, litter, treats, medications and other items needed for complete care of their pets.

**Overnight Pet Sitting:** Caring Paws will stay at your home overnight up to 12 hours for \$75 per night. **Overnight pet sitting is only offered during non-peak seasons since Caring Paws does not use employees or sub-contractors.**

**Pet Transportation:** Caring Paws offers pet transportation to grooming appointments or wherever you may need your pet to go. Pet transportation within five miles of your home is \$25. Each additional mile is charged at \$2 per mile.

**Boarding Your Pets In My Home:** Caring Paws offers boarding for your pets! Your pet will be treated just as our pets are treated - like indoor family members.

We do not have dog runs; therefore, **your dog will have to be friendly and get along with all other dogs and humans.** Crates/kennels are used for the safety of most pets during my absence. Crates are also used for training young pups, un-housebroken/chewing dogs, special needs dogs for safety, and for dog/human introduction. All cases can be discussed.

New dogs are introduced to current dogs slowly and are supervised to ensure everyone gets along well together. In the event that any dog is aggressive towards another dog or person, they will be separated or kenneled until picked up and they will not be allowed to return.

Kenneling is available if you think your pet will feel more secure – please discuss with me.

Dogs boarded get plenty of supervised outdoor play time in our fenced-in backyard.

Other pets will be kept separate from dogs for their own safety while they are boarded with us. They will still have plenty of one-on-one time to keep them healthy and happy!

Rates for dogs are as follows. Family discounts will be given. Food/treats for dogs are included. You are always welcome to provide your own.

- Dogs: \$25 for Daycare up to 12 hours      \$35 for Overnight up to 24 hours
- Families with two or more dogs will get a discounted rate of \$20 per dog for daycare.
- Families with two or more dogs will get a discounted rate of \$30 per dog for boarding.

Birds, reptiles, rodents and other caged animals range from \$5 to \$20 per day/overnight depending on species and care required. You will need to provide food for these pets.

### **Payment**

**Payment Due:** Payment is due on first day of service - not after services are completed or pet is picked up.

For ongoing service, payment due each Monday for current week or can be paid in advance monthly.

Fees due for unplanned expenses (see above) or emergencies will be billed. Balances left unpaid in excess of 30 days will be sent to collections. The client will be responsible for those fees, as well as collection fees unless other arrangements have been made in advance.

**Payment Methods:** Acceptable methods of payment are cash and checks. PayPal is accepted, if you prefer, for an additional fee.

**Returned Checks:** Client agrees to pay a \$35 fee for each check returned by the client's bank regardless of the reason.

### **Other Stuff**

**Visitors:** Please notify Caring Paws if others (maids, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Caring Paws' services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Caring Paws, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while Caring Paws is caring for your pets.

**Emergencies:** Everyone has them! Feel free to call if an unexpected need arises. Caring Paws will make every attempt to accommodate your needs even with short notice!

**Unsecured Pets:** Caring Paws will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

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 contain the pet or restrict access to specific areas. Caring Paws does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

**Caring Paws is always here for whatever services and needs you may have.**

**Caring Paws is not limited to only pet care services –  
let me know if you have other needs.**

**We are very flexible and willing to help in any way we can.**

**Please discuss your individual needs with me.**