

SAFE AT HOME PET SITTING POLICIES AND PROCEDURES

All uses of the phrase "Safe At Home, We, or Us" shall refer to Safe At Home Pet Sitting. Customer will be referred to as "Customer or You"

Scheduling & visit times: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. Safe At Home will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.

Confirmation Call (Prior to out-of-town Departure): Safe At Home will make a confirmation call no less than two days prior to each departure in order to verify all information (dates, contact numbers, etc.) are still correct. Please make sure we speak personally to you, this is to ensure your pet's needs are carried out as intended.

Early Returns: Safe At Home carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.

Cancellations: A full two (2) day notice, prior to the date of the first visit, is required for cancellations. Failure to provide notice of less than two (2) days will result in a \$50 cancellation fee.

Holiday Cancellations: Pet sitting services and kennels receive more requests for reservations than they can handle during the holiday time periods and we may have turned away other clients because we have reserved time for you during this busy season. If you cancel five (5) days or less, prior to **any holiday**, you will be charged for one-half of the visits.

Inclement Weather: (Primarily severe storms, hurricanes, etc.) Safe At Home will use our best judgement while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet and it's safety is our first concern. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified; 4) You will be notified that the above-mentioned contingency plan has been activated.**

Emergency Contact: Safe At Home has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so we can contact this person to request their assistance to check on your pet. **In the event customer does not provide a nearby emergency contact with access to the home for Safe At Home, customer realizes that Safe At Home will provide service, but not until conditions allow us to reach your home safely.**

Medications / Vaccinations: Safe At Home will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances**, will Safe At Home service any pet that has any form of contagious illness. This is for the safety of our other clients. Safe At Home requires that all pets have the necessary vaccinations and immunizations prior to when service begins. If a Safe At Home pet care provider is bitten or exposed to any disease or ailment received from a clients pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

Access to your Home by Others: If customer allows any other person access to their home during Safe At Home's contract period, Safe At Home cannot be held liable for any damages to property or pets as a result. Please notify Safe At Home if someone will be in you home. Please also notify the person staying in your home that Safe At Home will have access to your home to care for your pets.

Fences: Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** Safe At Home does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal, or any other fence type.

Pet and house/yard clean-up: Safe At Home will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. Safe At Home is not responsible for carpet/flooring stains created by your pet. We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where your outside waste receptacle is located.

Collars and Leashes: All dogs will be required to be on leash during outdoor walks.

Privacy Policy: Safe At Home highly respects our clients entrusting us with the care of their home and their pets. We do recommend you inform a trusted neighbor that while you are away, Safe At Home will be caring for your pet and your home.

Thermostats: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

Animal Behavior: Animal behavior can be unpredictable. Safe At Home does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a Safe At Home pet care provider is harmed or injured by the clients animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Safe At Home pet care provider or by the animal.

Updates: Please provide us with any changes regarding your pet's care and/or other pertinent information.

Payment: For a service period of seven (7) days, or more, 50% advance payment is required three business days in advance. Payment is due on or before the 1st day of the service; customer should post-date their check to the LAST day of service. Checks will not be cashed/deposited until after service is complete. New clients will be quoted the cost of pet care at the initial visit. Existing client's will be quoted the rate of the total payment at the time of the confirmation call and Safe At Home will leave a paid invoice for your records as a receipt.

Return Check Charges: There is a \$25 fee for any returned checks.

Keys: If you are not already doing so, consider letting Safe At Home retain your house key. Keys are kept in a secured lock system and are coded for customer confidentially. If you choose not to have Safe At Home retain a key, picking up and returning a key requires two (2) extra trips and there will be a \$5 charge per trip for time and mileage. A second option for key return is via U.S. Mail. To cover costs, the charge for this option is \$5. The last, and least preferred option due to safety concerns, is to leave your key in a predetermined place agreed upon prior to the start of sitting. **Please** check the key you provide Safe At Home to ensure it will open your door!