



Effective: 8/28/2013 Updated: 09/10/2013

Policies

1. Initial New Client Meet-Up: Paw Prints will schedule an initial meet-up with all new clients and their pets at no charge. This first time meeting is for the purposes of meeting the client as well as all pets and getting to know each other, and for house key pick up. If Paw Prints has to return for additional meet-up visits after the initial meeting or go back to pick up a key, normal service charges apply.

2. Cancellations:

Vacation cancellations: In the event that a client must cancel a scheduled vacation booking* at least 7 days' notice must be given to Paw Prints. If less than 7 days' notice is given, 50% of total bill will be due. If less than 24 hours' notice is given, payment will be due in full. If the client is able to reschedule the vacation, and Paw Prints has availability, payment may be credited towards a rescheduled booking within two weeks of original booking. If the client's vacation ends earlier than planned or starts later than planned the above still applies. Please keep in mind that we do not overbook so that we can provide the best possible care to our client's pets. At times other potential clients are turned away when our schedule is full, and when a vacation is cancelled at the last minute the time slots are unlikely to be refilled on short notice.

*Vacation booking, for the purpose of the cancellation policy, will be two or more consecutive days of two or more visits to a client's home per day.

Mid-day visit cancellations: In the event that a client must cancel a mid-day visit** 48 hours' notice must be given to avoid payment for visit. If less than 48 hours' notice (but more than 24 hours) is given, 50% of total bill will be due. If less than 24 hours' notice is given then 100% of bill will be due in full. This includes clients who have scheduled a visit but arrive home earlier than planned from work. Another example: A client who schedules a mid-day visit for every Wednesday afternoon but finds out on a Tuesday night that they will not need Paw Prints as scheduled the next day due to a change in work schedule. Since less than 24 hours' notice is being given in this case, payment would still be due in full.

****Mid-day visits, for the purpose of the cancellation policy, will be one or more visits to a client's home for any length of time or the scheduled transportation of pet to another location/facility.**

3. Extending Services: Paw Prints is very accommodating if a client's return flight home is delayed, or if for some other reason the client cannot arrive home on-time. It is the client's responsibility to contact Paw Prints as soon as possible if this happens, and Paw Prints will make sure the client's pets are cared for until the client can return home; the client must notify Paw Prints upon their arrival home. In some rare instances, this may mean an assistant other than your usual pet-sitter may be helping with the extra visits, but the client will be notified if this is the case.

4. Damage or Injury Caused by Client's Pet to Others: The client will be responsible for all medical expenses incurred in the event that a client's pet causes injury to the pet sitter. The client will also be responsible for all medical costs and damages if client's pet injures another animal while in Paw Prints' care. (Example of injuring another animal would be another dog at the dog park or a passing dog on a walk). Paw Prints strives to be as cautious as possible when other dogs are in the vicinity, and keeps a very close watch on dogs in their care while at the dog park. Paw Prints is insured by Pet Sitters Associates, LLC; however, the aforementioned scenarios in this paragraph are not covered by the insurance provided by Pet Sitters Associates, LLC. If a client's pet injures a passerby (person) while leashed on a walk, some medical coverage is available through Pet Sitters Associates, LLC (see below). Because trips to the dog park are considered a risk since pets are off-leash, coverage is not provided through the Pet Sitters Associates, LLC insurance if the client's pet injures another pet or person, and the client is responsible in that case. Please note that all pets must be leashed while in Paw Prints' care unless they are in their own fully fenced-in facility or at the dog park. This is for the safety of the pets as well as for insurance purposes. Please visit www.petsitllc.com for more detailed information on what is covered by the basic membership coverage. The information below was taken off of the Pet Sitters Associates, LLC website and further explanation of these coverage's is available on their website:

Basic membership includes commercial general liability coverage and defense costs in addition to policy limits.

- \$1,000,000 per occurrence, up to \$2,000,000 annually for bodily injury, property damage, personal injury, advertising injury, products, and completed operations.
- \$100,000 annually for fire damage.
- \$15,000 per occurrence, up to \$30,000 annually for pets lost, stolen, injured, or killed in your care.
- \$1,000 per occurrence, up to \$5,000 annually for vet expenses regardless of negligence.
- \$2,000 annually for lost keys and re-keying of customers homes.
- \$5,000 annually for medical expenses.

5. Splitting Service: Sometimes it is the client's choice to split pet-sitting services between Paw Prints and another friend, family member, neighbor or service. Please note that Paw Prints is only responsible for what takes place during their scheduled time slots when this occurs. For example, if a neighbor visits a client's dog and forgets to put them back in the crate upon leaving and there is destruction to the home upon our arrival, we will not be held accountable for that damage as this was the result of a third party's negligence, and not Paw Prints' fault.

6. Emergency Veterinary Care: In the rare event that an animal becomes ill, injured or displays unusual behavior that is a cause for concern, Paw Prints will make every attempt to contact the client to notify them. While animals are in Paw Prints' care client agrees to allow pets to be taken to a vet of their preference (or to an emergency vet after hours) if we feel the pet is in need of care. Client will be responsible for all vet bills. Before going on vacation it is a good idea to notify your vet that you pet(s) will be in the care of Paw Prints and to leave a credit card on file with your preferred vet in case of emergency.

7. Payment: Payment is due in the form of cash or check at the time of service. If you are leaving for vacation, payment can be left in a marked envelope on the counter in your home for Paw Prints to pick up. Please do not post-date checks.

8. Weather Conditions: Paw Prints will make every possible effort to make it to a scheduled appointment even in poor weather conditions. (During storms, heavy rain or other types of extreme weather conditions, please note dog walks will be limited to potty breaks and indoor playtime). If you will be away on vacation during the winter months, please make arrangements to have your driveway plowed so that it is accessible and we can provide care for your pets even in the event of a snowstorm. We have seen some rough storms since we began in 2010, but we have never missed an appointment due to weather yet. If extreme weather is in the forecast, we will do our best to work with you in determining the best plan for your pets. Our cancellation policy remains the same during the snowy months, but we may make exceptions for extreme circumstances.