

## Policies

*All uses of the phrases/words "Nature Calls Pet Sitting LLC, pet sitter, pet care provider, the company, we or us" shall refer to Nature Calls Pet Sitting LLC. Uses of the words "customer, client, owner, you or your" shall refer to the customer. The word "visit" shall refer to pet sitting visits and dog walks.*

**Scheduling & Visit Times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. In order to accommodate all of our clients, the pet sitter will arrive within 1 hour before and 1 hour after the indicated time. Visits before 7:00 am or after 8:00 pm are an additional \$10.00 per visit. If an unforeseen situation arises, the time may be adjusted.

**Early Returns:** Please understand that Nature Calls Pet Sitting LLC carefully schedules our time to service you and other clients. Therefore, there are no refunds or credits for early returns. Once pet care begins, payment is due for the original dates scheduled.

**Cancellations:** We understand that sometimes plans change. **For pet sitting visits:** if you cancel 4 days or less prior to the date of the first visit, you will be charged for 50% of the total for all scheduled visits up to 7 days. **For dog walking visits:** if you cancel less than 24 hrs before your scheduled walk, we will charge the regular fee for that walk.

**Holiday Cancellations:** Please understand that pet sitting services receive more requests for reservations than they can handle during holiday time periods and we may have turned away other clients because we reserved time for you. If you cancel seven days or less before the first day of your scheduled visits that include a holiday, you will be charged for 50% of the total for all scheduled visits up to 7 days. Holidays include: New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after Thanksgiving, Christmas Eve and Christmas Day).

**Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust Nature Calls Pet Sitting LLC to use best judgement in caring for your pets(s) and home if we are servicing you at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide to our customer's pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. 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:** Nature Calls Pet Sitting LLC has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. In the event that you do not provide a nearby emergency contact with access to your home, please be advised that Nature Calls Pet Sitting LLC will provide service but not until conditions allow us to reach your home safely.

**Pet Health & Safety:** Nature Calls Pet Sitting LLC 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 we service any pet that has any form of contagious illness. This is for the safety of other customers. Nature Calls Pet Sitting LLC requires that all pets be up-to-date on rabies vaccines. In the event that the pet sitter or any other person or animal is bitten or exposed to disease from your pet(s), it is the pet owner's responsibility to pay for all costs and damages to the victim(s). Any animal bites must be reported to the authorities.

**Veterinary Treatment:** In the event of any emergency or illness involving your pet(s), you will be contacted as soon as possible. If contact with the owner cannot be made in a timely manner, Nature Calls Pet Sitting LLC is authorized to get veterinary attention for your pet(s). The customer agrees to pay the veterinary bill and to reimburse Nature Calls Pet Sitting LLC for any expenses incurred, plus any additional fees for attending to the emergency or illness.

**Access to your Home by Others:** If a customer allows any other person(s) access to their home during the contract period, Nature Calls Pet Sitting LLC cannot be held liable for any damages to property or pets as a result. Please notify us if someone will be in your home. Please also notify the person(s) in your home that Nature Calls Pet Sitting LLC is coming so that your visitor, as well, is not surprised by our entrance.

**Fences:** Fenced-in yards are wonderful play spaces for pets, however, no fence system is totally secure. For the safety and security of the pet(s) in our care, no pets will be allowed outdoors without a leash, even in fenced areas on the customer's property. Nature Calls Pet Sitting LLC does not accept responsibility or liability for any customer's pets that escape, become lost, or are injured, fatal or otherwise.

## **Policies continued...**

**Pet and House Clean-Up:** Nature Calls Pet Sitting LLC will properly dispose of pet waste per your instructions, and do our best to clean up any accidents your pet may have. Nature Calls Pet Sitting LLC is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste disposed of. The pet sitter will do their best to find and clean up any accidents or messes made by your pet(s) during your absence. However, Nature Calls Pet Sitting LLC will not be held liable for any damage done from these accidents, or accidents not discovered, or for the quality of clean-up. Nature Calls Pet Sitting LLC will not be held liable for any other damage caused by your pet(s) during your absence.

**Leashes:** All pets will be required to be on a leash during outdoor walks, even in fenced areas on the customer's property.

**Unforseen purchases:** Customers are responsible for supplying all food, litter, cleaning or other necessary items that contribute to the health and well being of their pet(s). If items run out, or are not available, they will be purchased by Nature Calls Pet Sitting LLC. We will retain a receipt and the customer will be responsible for reimbursement of these items. In addition, a \$20.00 trip fee will also be applied.

**Animal Behavior:** Animal behavior can be unpredictable. Nature Calls Pet Sitting LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's pet(s) or property. Further, if a pet care provider is harmed or injured by the client's animals, the owner accepts full responsibility for the cost of any necessary medical attention required by either the pet care provider or by the animals.

**Aggressive Dogs:** If your dog(s) will not let the pet sitter into your home, or prevent your pet sitter from providing routine duties, Nature Calls Pet Sitting LLC will contact you. We do not provide free or discounted services if the dogs' aggressiveness prevents us from performing our regular duties. In the event your dog bites or injures the pet sitter, you are responsible for all costs and damages associated with their injury. We are willing to work with you and your dog to ensure that entry and services can be performed. Additional charges may apply.

**Household Emergencies:** If you own your home, please leave the name and number of a trusted maintenance company or person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to: leaking pipes, malfunctioning water heaters, heating and air conditioning units. If you rent your home, we will call your landlord or management company as indicated on this form.

**Thermostats:** Please leave your thermostat settings within a normal comfortable range (65-80 degrees). If the house temperature is outside this range, Nature Calls Pet Sitting LLC will adjust the thermostat. This is to ensure the health and comfort of your pets and pet care provider during times of service.

**Keys:** If you are not already doing so, consider letting Nature Calls Pet Sitting LLC to retain your house key. In the event of an unexpected trip or lock-out, you'll be glad you did. Keys are kept in a secured lock system and are coded for customer's confidentiality. If you choose not to have us retain a key, picking up and returning your keys requires extra trips and there will be a \$10.00 charge per trip for time and mileage. Due to security concerns and possible changes to client return dates, keys will not be locked inside your home on the last scheduled visit, and no keys will be returned by mail.

**Mileage:** Nature Calls Pet Sitting LLC services a radius area of 15 miles from Boonsboro, MD. There is an additional mileage fee of \$10.00 per visit for residences outside our service area.

**Termination:** Nature Calls Pet Sitting LLC reserves the right to deny or terminate services for any reason, but especially in the case of safety concerns, financial concerns, unsanitary conditions or inappropriate or uncomfortable situations. Likewise, the client reserves the right to cancel the services agreement at any time, and agrees to pay any fees that are incurred for early cancellation.