



Policies

PET CARE AND PAYMENT

The Client authorizes Creatures Professional Pet Care, LLC (CPPC, hereafter) to perform pet care services as outlined in the **Client Information/Service Agreement, Policies, and Pet Information Form**, which shall become part of the Service Agreement. Prior to any future pet care services, the Client agrees to notify Creatures Professional Pet Care, LLC of any changes to the information on these forms.

In the following description of policies, the term(s) "YOU" & "THEIR" = the client(s) and "CPPC", "WE", "US" & "OUR" = Creatures Professional Pet Care LLC.

1. PAYMENT: For new clients, payment is due at the Meet & Greet, when the service agreement is completed. For established clients, payment is due on or before the first date of service, for any reservation. We accept payments in the form of cash, check, credit card, PayPal, Facebook Messenger & Venmo. Clients can make payments online, once they activate their CPPC account. Please make checks payable to: **Creatures Professional Pet Care, LLC**. A returned check fee of \$30 will be charged to the client in the event that their check is returned for insufficient funds.

2. YOUR ONLINE CLIENT ACCOUNT: To better serve you, we use super amazing pet sitting software from Time To Pet! After our initial Meet Greet, we will create an online client account for you, and email you with instructions on how to log in to your account. Through your online account, you can send us messages, request services, access invoices, make payments and update the information that we have on file you and your pets.

3. REQUESTING OR ALTERING SERVICES: For your pet's safety and well-being, all reservations, or changes to reservations, must be confirmed by CPPC in writing. We prefer that you communicate with us through your online client account, this way all communications will be in one place. We will also take service requests by email (tami@creaturespetcare.com) for pet owners not yet set up as CPPC clients. Please feel free to phone or text us to discuss your service needs (we love to hear from you), but keep in mind that written confirmation of your reservations, through your client account, or by email, is required for all services.

4. CANCELLATIONS:

a. Creatures Professional Pet Care, LLC **must be notified within 24 hours of any cancellations or schedule changes to your service.** A full credit for any scheduled services will be issued in the event that we receive 24-hour notification from the client, for dates other than major holidays, as detailed below. *In the event that Creatures Professional Pet Care, LLC is not notified within 24 hours of scheduled service, the client is responsible for the full balance of their scheduled service.*

b. MAJOR HOLIDAYS (including New Years Eve, and New Years Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day): Creatures Professional Pet Care, LLC **must be notified one week prior to any holiday cancellations or schedule change.** A full credit for any scheduled holiday services will be issued in the event that we receive notification from the client at least one week prior to scheduled holiday services. In the event that we are notified less than one week prior to scheduled holiday service, the client is responsible for the full balance of their service reservation.

5. EMERGENCY VETERINARY CARE: In the event that your pets require immediate medical attention, Creatures Professional Pet Care, LLC will attempt to contact you prior to obtaining emergency care. However, the Client agrees that Creatures Professional Pet Care, LLC has authority to act in the pet's best interest, even if this means seeking medical attention prior to notifying you. The Client agrees to reimburse Creatures Professional Pet Care, LLC for any fees and/or expenses that have been incurred while tending to emergency or veterinary care in the Client's absence.

6. EMERGENCY CONDITIONS (Inclement weather/Natural disaster/Man-made disaster): In the event of inclement weather, natural disaster, or man-made disaster, Creatures Professional Pet Care, LLC reserves the right to alter the services that are outlined in this agreement and is entrusted to use our best judgment in caring for the Client's pet(s) and home.

7. PERSONAL EMERGENCY: In the event of a personal emergency or illness of the pet sitter during contracted service dates, the Client authorizes Creatures Professional Pet Care, LLC to arrange for another qualified person to fulfill the agreed upon responsibilities as set forth in this Service Agreement. The Client will be notified in such a case. If the sitter is unable to provide service for an upcoming reservation, we will notify you as soon as we are able, so that you can arrange for a new service provider.

8. SECURITY SYSTEM PROTOCOL: If you have a security system, *we encourage you to program code specifically for us – a code that we will provide at the initial consultation.* We prefer NOT TO use your code. This is done for security purposes. Instead we use our standard code, which we have memorized. If you do not know how to program additional codes into your security system, please contact the customer service department of your security company

9. EXTRA SERVICES: Charges for any unplanned services will be due within 7 days of completion of those unplanned services. An invoice for any additional charges (including receipts) will be provided to the Client upon completion of those unplanned services.

Client **initial & date** to confirm accurate information on this page:

LIABILITY

1. Creatures Professional Pet Care, LLC promises to provide services in a reliable, caring and trustworthy manner. The utmost care will be given in taking care of both your pet(s) and your home. However, due to the unpredictability of animals, we cannot be responsible for any mishaps of extra-ordinary nature. (i.e. biting, furniture damage of uncrated/caged pets, accidental death, etc.), or complications in administering medications to the animal. The Client waives and relinquishes any and all claims against Creatures Professional Pet Care, LLC except in the case of proven negligence. The Client agrees to notify Creatures Professional Pet Care, LLC of any concerns related to any agreed-upon services within 24 hours of returning home.

2. VISITORS: If anyone will be entering the Client’s home while it is under our care, the Client agrees to notify Creatures Professional Pet Care, LLC in advance. Creatures Professional Pet Care, LLC will not enter an occupied home if we have not been previously made aware of visitors. Similarly, unless we receive instructions from the Client, we will not grant access to the home to any visitors. It is understood that anyone with access to the home will be notified of Creatures Professional Pet Care, LLC presence prior to service and vice versa. The police will be called, without exception, on all intruders or suspicious acts. Creatures Professional Pet Care, LLC is not liable, and is completely indemnified, for 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 Creatures professional Pet Care, LLC is caring for your pet(s).

3. JOB SHARING: Due to liability concerns, CPPC may refuse service in the case of job sharing. Job sharing is defined as having anyone besides a CPPC representative enter the home with the intention of caring for, or interacting with, any of Client’s pets, whether with Client’s express permission or not. Creatures Professional Pet Care, LLC is not liable, and is completely indemnified, for 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 Creatures professional Pet Care, LLC is caring for your pet(s).

3. OUTDOOR ACCESS: Creatures Professional Pet Care, LLC will not be held liable for the actions, injury, death, disappearance, or fines of pet(s) with unsupervised access to outdoors.

4. AGGRESSIVE PETS: If a pet has a history of biting or other aggressive behavior, Creatures Professional Pet Care, LLC reserves the right to refuse or cancel service. The Client will be liable for the pet sitter’s medical expenses and/or damages that are the result of an animal bite or injury due to the pet’s aggressive behavior.

5. VACCINATIONS: The Client agrees to provide Creatures Professional Pet Care, LLC with proof of a current rabies vaccination for all dogs and cats. Should a representative of Creatures Professional Pet Care, LLC be bitten or otherwise exposed to any disease or ailment received from the Client’s animal(s), the Client agrees to pay all the costs and damages incurred.

6. FUTURE SERVICES: The Client authorizes the signed Service Agreement to be valid for future services without additional signed Service Agreements or written authorization. The Client understands that prices are subject to change. For a list of our current services and prices, please see our company website www.creaturespetcare.com.

The Client states that he/she has read these policies, and he/she understands and agrees to its terms and conditions.

Client name (printed) _____

Client signature _____ Date _____

Creatures Pet Care LLC Representative Name (printed) _____

Creatures Pet Care LLC Representative signature _____ Date _____