



Creatures Professional Pet Care LLC

Policies Agreement

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 agrees to the items explained in this Policies Agreement. 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. YOUR ONLINE CLIENT ACCOUNT: To better serve you, we use amazing pet sitting software from Time To Pet. After the initial Meet Greet, your online client account will be created, and you will be emailed information on how to log in to your account. Through your online account, you can send us messages, place service requests, access invoices, make payments and update information that we have on file you and your pets.

2. PAYMENT: Payment is due 2 days (48 hours) before the first date of service, for any non-holiday reservation. Payment for any reservations that include a major holiday, or fall within the Spring Break Window, is due 7 days prior to service. There is a \$5 premium charge for all service visits on major holidays or during the Spring Break Window. (See item 5c for additional information on holidays). We accept payments in the form of cash, check, credit card, PayPal, Facebook Messenger & the Venmo app. 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 if a check is returned for insufficient funds.

3. REQUESTING OR ALTERING SERVICES: For your pet's safety and well-being, all reservations, or changes to reservations, must be made in writing, through your online client account, and then confirmed by CPPC in writing. Communication through your online client account ensures that all critical communication regarding your pet's welfare is located in one place.

4. TIMING OF VISITS: We will always try to arrive near the scheduled time of your requested service. However, the pet care route for the day, cancellations, and the unpredictable nature of animals, may necessitate a change to your visit arrival time. For dog vacation care, and for midday dog walk clients, scheduled visits will be within two hours of the requested visit time. For once-daily care of cats, pocket pets, birds and exotics, arrival time may vary more than two hours from your requested visit time, due to your geographic location in the daily route schedule.

5. CANCELLATIONS: We have a 24 hour : 48 hour : 7 day cancellation policy, as detailed below. Refunds are only issued as credit for future services.

a. Dog Walking, Let Out Service, and Out & About Adventures (24 hour cancellation): CPPC 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 if we receive 24-hour notification from the client, for dates other than major holidays, as detailed below. Cancellations made less than 24 hours in advance will result in the service being billed as completed. For our policy on dog walks that are part of vacation pet sitting care, see 5b, below.

b. Pet Sitting Cancellations and Early Returns (48 hour cancellation): It is not unusual for travel plans to change at the last minute. However, please understand that CPPC may have turned away business in order to reserve your requested services. CPPC must be notified within 48 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 48-hour notification from the client, for dates other than major holidays, as detailed below. Cancellations made less than 48 hours in advance of scheduled pet sitting, or client's early return of 48 hours or less, will result in the service being billed as completed. This includes early returns. Scheduled visits that are more than 48 hours from cancellation time will be credited to your account for future use.

c. Holiday Cancellations (7 day cancellation): CPPC must be notified within 7 days of any cancellations or schedule changes to any reservation that includes a major holiday or falls within the Spring Break Window**. Cancellations made less than 7 days prior to a major holiday, or spring break window, will result in the first 48 hours of scheduled pet care being billed as completed, and 75% credit for the remainder of the total invoice. For cancellations made more than 7 days in advance, your account will be credited the full amount, for your future pet sitting needs. Please understand that Holiday and Spring Break travel are peak service times for pet care, and that your reservation is time set aside that we could not offer to other clients. ***Holidays include Christmas Eve, Christmas Day, New Years Eve, New Years Day, Easter, Memorial Day, July 4th, Labor Day and Thanksgiving. Spring Break window includes the last week of March through end of the first week of April.*

6. EMERGENCY VETERINARY CARE: In the event that your pets require immediate medical attention, CPPC will attempt to contact you prior to obtaining emergency care. However, the Client agrees that CPPC 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 arrange for payment of services with their veterinary provider. We recommend that you leave a credit card on file with your veterinary clinic, as CPPC does not pay for client veterinary bills. Client will be billed for pet care time if CPPC must transport pet to/from vet (\$15 each way), and for time spent at veterinary clinic/hospital (\$25 per hour).

7. EMERGENCY CONDITIONS: 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.

8. SNOW REMOVAL: Client must arrange for snow removal in their absence, so that CPPC is able to pull into the driveway and access the home to provide service. The CPPC service provider does not provide snow removal service.

9. PERSONAL EMERGENCY: In the event of a personal emergency or illness of the pet sitter during contracted service dates, Creatures Professional Pet Care LLC will contact the client to ensure alternate arrangements are made for care of client's pets.

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

10. SECURITY SYSTEM PROTOCOL: If you have a security system, we encourage you to program a 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.

11. EXTRA SERVICES/SUPPLIES: Charges for any unplanned services, or required supplies, 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.

12. BREAKING UP: CPPC has the right to refuse services and terminate clients if at any point CPPC feels the provider-client relationship is not suitable. Client will be notified immediately if this happens. Client also has the right to terminate their relationship with CPPC, although Cancellation Policy deadlines and charges apply.

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).

4. 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.

5. AGGRESSIVE PETS: If a pet has a history of biting or other aggressive behavior, or displays aggressive behavior during the pet care visit, Creatures Professional Pet Care, LLC reserves the right to refuse or cancel service. Client will be notified so that alternate care of the pet can be arranged. 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 a pet’s aggressive behavior.

6. 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.

7. 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 _____