



Policies and Procedures

Thank you for choosing **WaggsN Purrs** to care for your pet! We pride ourselves in providing excellent care to your fluffy fur children, in your home or ours! Our Professional Pet Sitters License # is 36144.

The Health and Happiness of your pet

1. **Melissa Dale or one of our associates** will perform all sitting services. In the event of physical, elemental, or other unavoidable emergency, the sitter may contact client or client's alternate emergency contact for assistance with pet or home care decisions.
2. Each **WaggsN Purrs** home visit includes quality petting time with your pet(s), walk(s) or other appropriate exercise, putting out fresh food and water, and the administration of medications. An extra charge may be assessed based on the difficulty of administering medication. If requested we will also provide plant care, retrieval of mail & newspapers, alternate lights and blinds, and do a quick security check of the home.
3. All dogs will be leashed while in the sitter's care in unfenced areas outside the home. Pet(s) should have collars with identifying tags that will be on while in the sitter's care.
4. Pets under the care of **WaggsN Purrs** must be **current on all vaccinations and flea and tick prevention**. Your Veterinarian should be informed that **WaggsN Purrs** will be caring for your pet(s) and be authorized to perform care when necessary.
5. Client shall be responsible for purchases, such as additional food or litter that are necessary for the satisfactory performance of duties, along with any cleaning supplies. Charges will be listed on final invoice and may include a \$12 trip fee.

The Security of your Home

6. **WaggsN Purrs** will not accept or leave keys outside the home. Key exchanges, both pre-an-post sit, must take place in person. Electronic openers must be accompanied by key backup. House keys in **WaggsN Purrs** possession shall be identified by code and never by name or address for security reasons, and shall be stored in a secure location. **WaggsN Purrs** may leave special openers, passes, or keys not required for entry inside the home at the end of the sit. A \$12 trip fee will apply for pickup or return of openers & key.
7. Clients should notify your alarm service and your neighbors that a pet sitter will be visiting your home. It is recommended that you set up a temporary alarm code and security password during the time **WaggsN Purrs** is caring for your pets. Client can remove this code upon arrival home, and when pet care service by Wags & Purrs is not needed.
8. Clients returning home **NEED** to call or text to confirm arrival. Otherwise, we will assume you have been detained and will make another visit.

Reservations, Cancellations, and Payment

9. All reservations are taken on first come, first serve basis. Advance notice of at least a week is strongly recommended, especially for first-time clients. A pre-sit visit for paperwork, key pickup, and getting acquainted with your pet(s) is required. Emergency or last minute service requests will be considered at **WaggsN Purrs** discretion and an extra charge may be incurred.
10. A flat Holiday surcharge of \$20 per day will be added to all service; in your home or while Boarding with us on the following holidays: Spring Break, Memorial Day, Labor Day, 4th of July, Easter Sunday, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.
11. Transactions that are handled verbally or by email are contractually binding upon agreement by both parties and constitute agreement to current **WaggsN Purrs** policies. However, **WaggsN Purrs** does not guarantee sit reservations until all paperwork (Client Record, Veterinary Release Form and Policies & Procedures) is completed and signed by both the client and a representative of **WaggsN Purrs**.
12. **If you have scheduled a sit and have to cancel, a two-week notice is required. If you do not notify WaggsN Purrs half the original sitting fee may be applied to your account. If a visit that has been scheduled and paid for is interrupted due to emergency, a credit will remain on the client's account for one year.**
13. **Exceptions: no fees will be refunded and no credit will be given if pet(s) become aggressive to humans OR other pets.**

14. If a pet does become aggressive to humans or other pets, the pet sit will be stopped and the client will be contacted immediately. The pet will be attended until client advises which personal contact should be reached to provide continued care.
15. Sitting fees may be paid by cash, check, PAYPAL, debit or credit cards and are due at the **START** of sitting service. You will receive an invoice via email prior to the start of the sit. Any additional charges are due within 3 business days of sitting completion.
16. Late payments and returned checks will incur a \$35.00 fee, which will be applied to the client account and will be subject to interest charges as well. Unresolved accounts may be turned over **WaggsnPurrs** attorney for collection. All fees associated with unresolved accounts become the responsibility of the client.

Sitting and Boarding Rates

17. In your home pet care is a flat rate of \$30.00 per visit for one dog or up to two cats. Two dogs are \$35.00 per visit. Additional pets will be an additional charge, which will be negotiated during the in-home visit. **ONE** home visit per day is required. Dogs without outside access require a minimum of **TWO** visits per day.
18. Overnight rates begin at \$60 per day.
19. Pets boarding at **WaggsnPurrs** will be charged per dog per day, beginning the day they arrive regardless of arrival time. **YOU MUST PICK YOUR PET UP BEFORE 9 AM TO AVOID CHARGES FOR THAT DAY!** Puppies will incur an additional fee. **DOGGIE DAY CARE is available for \$25 per day.**

<i>Dog Size</i>	<i>Weight</i>	<i>Daily Rate</i>
Small	1 to 25 pounds	\$ 25.00
Medium	26 to 45 pounds	\$ 30.00
Large	46 to 65 pounds	\$ 35.00
Extra Large	66 to 100 pounds	\$ 40.00
Giant	100 pounds and up!	\$ 45.00

Legal Advisements

20. **WaggsnPurrs** reserves the right to decline any sitting job. Services will not be provided for pet(s) with a history of or who show aggression toward humans.
21. Client will be responsible for any medical expenses or property damage as a result of bites or accidents caused by pet(s).
22. Job sharing is discouraged but will be considered at the discretion of the **WaggsnPurrs**. If the client elects to share pet sitting responsibilities with client friends/ family and **WaggsnPurrs**, they likewise agree to release **WaggsnPurrs** from pet and home liabilities due to another party's negligence.
23. Client must provide treatment options for pet(s) with existing medical conditions. **WaggsnPurrs** cannot be held liable for complications arising from client failure to inform **WaggsnPurrs** of EMC's.
24. When the 'sit' is at YOUR home, **WaggsnPurrs** cannot be held liable for damages caused by Pet(s) in homeowner's absence, nor for the welfare of pet(s) with free access to the outdoors.
25. If pet is in need of medical attention, your pet's welfare will be first priority. Every attempt to contact client or alternate contact will be made, however the client releases **WaggsnPurrs** to make decisions in pet's best interest to maintain or improve pet's current quality of life should this become necessary. Vet bills shall be paid to vet by the client, or reimbursed to **WaggsnPurrs** immediately upon return.

By signing this document, you attest to the fact that you have read it in its entirety and agree with all policies and procedures set forth. You agree that you will act in good faith in regards to your pets' weight, age and health status.

Client Signature and Date

WaggsnPurrs Representative and Date