

MY PET'S FRIEND POLICIES AND PROCEDURES



CLIENT/PET NAME

Here's all the information you'll need!

All uses of the phrases "MY PET'S FRIEND," "MPF," "Sitters," "We" or "Us" below refer to MY PET'S FRIEND, LLC or its representatives. The Client is referred to as "Client," "Customer" or "You."

Scheduling & visit times: MPF schedules visits "first come, first served" will do our best to accommodate your request; however, visit times may be adjusted due to unforeseen circumstances.

Confirmation call (out-of-town departures): MPF will confirm visits no less than two days prior to departures to verify all visit dates and contact information are current.

Early returns: MPF carefully schedules visits to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once service begins, payment for the original scheduled dates is due.

Cancellations: Charges for cancellations apply as stated below:

Daily visits: No charge if cancelled by 9AM the day of the visit.

Vacation visits: No charge if cancelled at least 24 hours prior to the start date; otherwise, regular rate fees apply.

Holidays: No charge if cancelled at least seven days prior to any holiday; otherwise, you will be charged one-half the regular rate of the scheduled visits.

Inclement weather: MPF will carry out your instructions to the best of our ability while caring for your pet and home during inclement weather (e.g., storms); the care and safety of your pet is our first concern. During inclement weather:

- MPF will make every effort to reach your home without risking the sitter's own safety.
- MPF may change, interrupt or alter the service schedule due to unsafe conditions or unforeseen circumstances.
- MPF will notify you if they cannot safely reach your home; your emergency contact, or another person of your choosing, will also be notified.
- MPF will resume visits when conditions allow the sitter to reach your home safely.

Power outages: MPF is not responsible for completing visits during a power outage if only provided access through an electrical-powered garage door. MPF will notify you if such an occurrence happens for further instructions.

Medications/vaccinations: MPF will attempt to administer medications as directed but are not responsible for complications that arise as a result of such actions. In addition, MPF is not responsible for the care of pets whose conditions are not fully disclosed to us and to which we agree to administer. MPF also:

- Does not provide service to pets with any form of contagious illness
- Requires all pets have current vaccinations and immunizations before service begins.
- Requires clients to fully reimburse sitters—for any and all costs—who, as a result of being bitten by their pet who has not been properly vaccinated, are exposed to any disease or ailment and require treatment.

Access to your home by others: MPF will not be held liable for damages to pets or property resulting from a client's allowance of other persons having access to their home during our visits. MPF requires you to notify us if someone will be in your home during such times; your visitor should also be made aware of our presence.

Fenced yards: MPF is not responsible or liable for customer pets that escape, are injured, fatal or otherwise, or become lost when they are left out or given access to a fenced-in area, regardless of the type of fence.

Pet, house and yard clean up: MPF will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet(s) may have in your home. MPF is not responsible for carpet/flooring stains or other home damage caused by your pet(s). We request that you provide plastic "poop bags," towels, cleaning products, paper towels and trash bags and indicate where you would like the waste disposed.

Collars and leashes: All dogs are required to be on a leash during outdoor walks. Client is responsible for providing a standard, non-retractable leash approximately 6 feet in length.

Neighbor notification: MPF highly respects our clients entrusting us with the care of their home and their pets; however, we recommend you inform a trusted neighbor of our visits occurring while you are away.

Thermostats: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F) during your absence.

Pet behavior: MPF is not responsible or liable for pet behavior, normal or otherwise, which results in injury to the client's pet. If a MPF pet care provider is harmed or injured by the client's pet, or as a result of the pet's behavior, directly or indirectly, the client will reimburse the provider for the cost of any required medical attention for them or the pet.

Updates: MPF is not responsible or liable for pet problems that arise from a client's failure to update changes to their pet's care or access to their pet (e.g., dietary changes or changes to security codes. Please provide us with any changes regarding your pet care and/or other pertinent information.

Extended service deposits: MPF requires fifty (50) percent advance payment for service scheduled to last seven (7) days or more; this payment is required three (3) business days in advance of the start of service. The remaining 50% payment is due on or before the 1st day of the service. Clients may post-date their checks to the LAST day of service. Checks will not be cashed/deposited until after service is complete. Customers will be quoted the total service payment amount at the time of the confirmation call. MPF will leave a paid invoice for your records at your home.

Late payments: MPF charges a \$20.00 fee for payments not received within thirty (30) days of a client's invoice date. An additional \$20.00 fee is imposed for each thirty (30) day period in which payment is not received. Further, clients are responsible for court and legal fees associated with recovering late fees. MPF reserves the right to suspend or cancel services for clients with past due accounts.

Return Check Charges: MPF charges a \$35.00 fee for any returned checks.

Key availability and transfer fees: MPF takes your home's security seriously. Please consider allowing us to retain two house keys—one for your primary sitter and one as a backup, if your sitter is unavailable. Keys do not have customer information on them and are coded for our identification. If we do not retain a key, MPF charges \$5.00 per trip—one to pick-up and one to drop-off—for the sitter's time and mileage. We also charge \$5.00 if required to mail the key back to you. Please ensure the key you provide opens your door; MPF is not responsible or liable for actions or incidents that arise from receiving a key that cannot access your home.

Unacceptable Pets: MPF reserves the right to refuse service to animals who appear to be aggressive, ill or could cause harm to MPF sitters or others. We do not have to provide reasoning for refusing to work with you or your pet.

Abandon Policy: If you abandon your pet while in our care, we reserve the right to report your actions to the appropriate authority, give your pet up for adoption, etc. The client will be responsible for any and all costs incurred during this time period and will be held liable for reimbursing MPF.

Communicating with MY PET'S FRIEND: Please communicate with us via MPF's main phone number or email only; we do not communicate via text.

Client signature:	Date:
My Pet's Friend signature:	Date: