

ATTA-BOY Pet Sitting Service Policies

1. **Scheduling & visit times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. (ATTA-BOY Pet Sitting Service) will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. Bedtime visits upon request for an additional charge.
2. **Confirmation Call (Prior to out-of-town-Departure):** (ATTA-BOY Pet Sitting Service) will make confirmation call or e-mail no less than two days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by (Company Name) (please do not depart town without this). This is to ensure your pet's needs are carried out as intended.
3. **Returns:** We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify (ATTA-BOY Pet Sitting Service) of an early return and (ATTA-BOY Pet Sitting Service) makes a trip and finds you home, the regular per visit charge applies. Also, please call or e-mail upon your return so we know your were not delayed and your pet(s) are not left without care.
4. **Cancellations:** We understand your plans change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel when we are enroute to your home or have already made the scheduled visit, regular rates will apply.
5. **Holiday Cancellations:** Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before **any holiday**, you will be charged for half of the visits.
6. **Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust (ATTA-BOY Pet Sitting Service) to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. (ATTA-BOY Pet Sitting Service) will try to carry out your instructions to the best of (ATTA-BOY Pet Sitting Service) ability. The care we provide 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 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.**
7. **Emergency Contact:** (ATTA-BOY Pet Sitting Service) 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 the customer does not provide a nearby emergency contact with access to your home for (ATTA-BOY Pet Sitting Service), customer realizes that (ATTA-BOY Pet Sitting Service) will provide service but not until conditions allow us to reach your home safely.**

Name of Emergency Contact: _____

Address: _____

Phone: _____

8. **Medications/Vaccinations:** (Atta-Boy Pet Sitting Service) 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** (ATTA-Boy Pet Sitting Service) service any pet that has any form of contagious illness. This is for the safety of other customers. (ATTA-Boy Pet Sitting Service) requires that all pets have the necessary vaccinations and immunizations before service begins. If (ATTA-Boy Pet Sitting Service) pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
9. **Access to your Home by Others:** If customer allows any other person(s) access to their home during contract period, (ATTA-Boy Pet Sitting Service) cannot be held liable for any damages to property or pets as a result. Please notify (ATTA-Boy Pet Sitting Service) if someone will be in your home. Please also notify the person(s) in your home that (ATTA-BOY Pet Sitting Service) is coming so that your visitor, as well, is not surprised by our entrance.
10. **Fences:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety** (ATTA-Boy Pet Sitting Service) does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.
11. **Pet and house clean-up:** (ATTA-Boy Pet Sitting Service) will properly dispose of pet waste and do our best to clean up any accidents your pet may have. (ATTA-BOY Pet Sitting Service) 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 indicated where you would like the waste disposed of.
12. **Leashes:** All dogs will be required to be on leash during outdoor walks.
13. **Unforeseen purchases:** Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by (ATTA-BOY Pet Sitting Service). We will retain a receipt and the customer will be responsible for reimbursement of these times. A \$5 trip fee will be applied.
14. **Animal Behavior:** Animals behavior can be unpredictable. (ATTA-BOY Pet Sitting Service) does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if an (ATTA-BOY Pet Sitting Service) pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either this or (ATTA-BOY Pet Sitting Service) the care provider or by the animals.
15. **Updates:** Please provide us with any changes regarding your pets' care and other pertinent information.
16. **Payment:**
 - Payment is due on or before the 1st day of service for weekend/vacation vsits customer has the option to post-date their checks to the LAST date of service and will not be cashed until after service is complete. Customer will be quoted the rate of the total payment at the time of the confirmation call and (ABPSS) will leave a paid invoice for your records as a receipt. For on-going daily we will invoice you at the end of each month. Payment is due within 10 days of receipt of invoice. A 10% late fee on total invoice amount will apply for late payment and accrue at same rate every 10 days thereafter that payment is not received.
 - **Return Check Charges:** There is a \$25 fee for any returned checks.

17. **Keys:** If you are not already doing so, consider letting (ABPSS) retain your house key. In the event of an unexpected trip, 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 (ABPSS) retain a key, picking up and returning your keys requires two extra trips and there will be a \$__ charge per trip for time and mileage. A second option for key return is via U.S. mail. To cover costs, the charge for this option is \$___. Please check the key you provide (ABPSS). Also, by signing the below you authorize (ABPSS) to utilize the services of Tidewater Key and Lock Co. should any problems arise with our gaining entry to your home due to a problem with the key or lock. By signing you also agree to pay for any locksmith charges which may be incurred.

I, _____, have read, understand and agree to the pet care policy of (ABPSS). All policies and guidelines are subject to change at (ABPSS)'s discretion.

Pet Owner Signature: _____ Date: _____

Pet Owner Signature: _____ Date: _____

ATTA-BOY Pet Sitting Service:

Signature: _____ Date: _____

ATTA-BOY Pet Sitting Service
www.attaboypet.com
757-636-9756