

# **Petcare Policies**

Thank you for choosing us to care for your fur babies! To ensure a safe, smooth, and positive experience for everyone, please review our policies below:

## Booking & Cancellations

- Appointments are required for all services.
- Due to our client demand, we are not able to provide 24hr care.
- Cancellations:
  - o Dog walks/Drop-ins: 48+ hours notice —no fee —same day- 100% of fee.
  - o Overnight care 1-7 days: 72+ hours notice no fee; less than 72 hours— 50% fee; same-day 100% of the fee. 50% deposit required.
  - Overnight care 8+ days: 10 days or more notice no fee; less than 10 days 50% fee; same-day
    100% of the fee.
- Life happens if there's an emergency, let us know as soon as possible.

#### Pet Requirements

- All pets must be **current on vaccinations** (log this information in your Time to Pet account).
- Pets must be free of fleas/ticks and in good health for scheduled services.
- Please notify us of any behavioral issues, allergies, or medical conditions before booking.

#### 🚶 Walks & Drop-Ins

- Pets must have a secure collar/harness and ID tags. Clients must provide necessary items i.e. treats/food, pet waste bags, instructions for feeding/medication, etc..
- We may adjust walk times during extreme weather for safety.
- Please review all details of your pet's care at your meet & greet.
- Sitters appreciate written notes so that we can follow their routine as closely as possible.
- We make every effort to arrive on time for bookings. You will receive notice if we are running behind. Please understand that we are likely taking great care of another client and on our way to you!

# Overnight Stays

Overnight stays include: A 12hr overnight visit; 2 meals + treats; 2 thirty-minute walks+playtime; the comfort of your pet in their own home; specialized care available; additional security for your home and pet(s) while you are away.

\*\*If you would like midday care, any number of drop-in visits can be added to your reservation.

- Identify the location of your pet's **food**, **medications**, and **comfort items**.
- Communicate any house details necessary i.e. codes, lights, alarm/camera systems.
- Basic home care tasks are included such collecting mail, watering plants, laundry/clean-up of all items sitters made use of during their stay. Additional tasks must be discussed prior to booking and may require an additional fee.
- We reserve the right to separate or decline care for pets displaying unsafe behavior.

#### Payments

- A booking estimate will be issued after your meet & greet.
- Payment is due in full upon receipt of your invoice. Late fees will be applied.
- We currently accept checks, Venmo and Zelle.

## Emergencies

- In case of illness, injury, or emergency, we'll contact you immediately.
- If veterinary care is needed, we will act in the pet's best interest and any costs incurred will be the client's responsibility.
- Please be sure to list all emergency contacts in your Time to Pet Profile.

### By booking with us, you agree to all policies listed above. Please sign below. Questions? Feel free to contact us anytime — we are happy to help!

Client Name: (Print)	_
Client Signature:	
Thank you for your trust in us. We will take excellent care of your pets. Wagging tails guaranteed!	

Fur-ever grateful, Amy

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