

## **Policies and Procedures**

**(last updated 12/1/2011/Exhibit A of Service Agreement)**

**Floofins & Co. provides loving in-home pet care while pet parents are away. Whether you go on vacation, a business trip, or need a midday visit to walk, feed, medicate or just cuddle with your pet, Floofins & Co. will be there when you can't.**

*Floofins & Co: Any reference to "Floofins & Co." in the Policies and Procedures shall also include its employees, officers, directors and agents. These Policies and Procedures are hereby incorporated and made part of the Service Agreement. Current policies and procedures are available at [www.floofinsandco.com](http://www.floofinsandco.com).*

**Availability:** Pet care visits are available 7 days a week/365 days per year beginning at 6 a.m. and ending by 10 p.m. Time block availability is as follows: Early 6 a.m. - 8 a.m., Morning 8 a.m. - 10 a.m., Mid Day 11 a.m. - 2 p.m., Evening 4 p.m. - 7 p.m. and Late 8 p.m - 10 p.m. Visits outside regular pet sitting hours can be arranged at an additional fee.

**Office Hours and Emergency Calls:** Office hours are M-F 9 a.m. to 7 p.m. and Saturday 9 a.m. to Noon. The office is closed on Sundays. A 24-hour emergency line is available to report emergencies while traveling outside of office hours.

**Reservations:** It is best to plan a couple of weeks in advance in order to obtain services on the dates you desire. An in-home consultation **is required**, prior to making reservations, for all new clients. We must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will review and complete forms, sign agreements and schedule your first visit.

**Visit Minimums:** For the safety of the animals in our care, Floofins & Co. strictly adheres to the following minimums:

Dogs: 2 visits per day  
Cats: 1 visit per day  
Birds: 1 visit per day

Rabbits: 1 visit per day  
Small and Furry: 1 visit per day  
Reptiles: 1 visit per day

**Duration of Visits:** All visit times and lengths are approximate and on an average over the entire booking.

**Reservation Confirmations:** Floofins & Co. will confirm your reservation via e-mail when the appointment is made and by phone 1-2 days before your scheduled departure. If you do not hear from us in this time frame, please CALL US. Dog walking will be confirmed during the last week of the month via e-mail. Please make sure your recurring appointments are correct and submit any changes by the 1st of the month.

**Keys:** Floofins & Co. will obtain two copies of your house key (1 for the sitter and 1 to remain in the office in case of emergency) during the initial visit, when service is scheduled and agreements are signed. Keys will be returned within 7 days of the end of your service, in person or by certified mail. It is recommended your key remain in your Floofins & Co. file for convenience in future use of our service and to enable online and telephone reservations, thus avoiding future key pick up charges (\$10). **Clients that do not have their keys prepared for the initial consultation will also incur a \$10 key pick up charge to cover the additional trip.**

**Visitors and Other Scheduled Services:** We all want our pets to have the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, Floofins & Co. cannot be held liable for any damages or problems that may occur as a result. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family and neighbors. Floofins & Co. does not accept liability for other persons who will be in your home during scheduled pet sitting visits.

**Responsibility:** Floofins & Co. shall not be liable for any personal injury or property damage claims which may occur upon client's property.

**Unsecured Pets:** Floofins & Co. will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or crate for their own safety and welfare in your absence.

**Pet Proofing:** It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. Floofins & Co. does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

**Vaccinations:** Documentation is required to prove that all licenses and vaccinations required by the state of Illinois and the city and county in which you reside are current according to the law and per the recommendation of your veterinarian. **Please supply a copy of your latest vaccination records or boarding certificate with your veterinary release form at the initial consultation and also please send, fax, or e-mail updates to the Floofins & Co. office.**

**Supplies:** there will be a \$15.00 charge along with reimbursement if the sitter has to restock depleted supplies. It is the owners' responsibility to provide more than adequate amounts of food, litter, treats, medications, and other items needed for complete care of their pets.

**Restrooms:** On occasion, our sitters/walkers may need to utilize client's restrooms. Please notify us if this is not acceptable in your home, or if there is a temporary plumbing issue in which we should not utilize restrooms on a particular day.

**Inclement Weather:** In the event of inclement weather, Floofins & Co. has requested on your service agreement the name and phone number of a trusted person living nearby. If Floofins & Co. is physically unable to reach your home due to impassable roads or other conditions, we will contact this person to request assistance. Please also note that in extreme temperatures and weather it is left up to the sitter/walker's discretion to shorten times outside and complete visits with indoor play.

**Snow and Ice Policy:** WE URGE YOU TO SET UP SNOW REMOVAL DURING THE WINTER MONTHS. Floofins & Co. contracts with a snow-removal service for snow removal on WALKWAYS, DRIVEWAYS AND STAIRS if your area is not cleared. You will be charged a \$35 fee for each removal that will be invoiced to you upon your return. Please also leave a shovel and ice melt by the front door or other access doors for us to use as needed.

**Last Minute/Emergency Visits:** Feel free to call if an unexpected need arises. We will make every attempt to accommodate your needs. Please note, if you are requesting something outside of office hours, you must call our emergency line to ensure someone receives your request. **Any appointments requested with less than 24 hours notice are subject to a \$15 last minute booking fee. Overnights booked with less than 48 hours notice are subject to a \$25 last minute booking fee.**

**Litter Replacement Fee:** Upon leaving your home, please leave a fully cleaned/fresh litter box.

If litter needs to be replaced at the initial visit, a fee of \$25 will be invoiced at the end of your scheduled service.

**Returned Home Calls: Please remember to call when you have returned home safely!** If we don't hear from you, we will continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. **Please call your sitter's direct extension to report that you have arrived home.**

**Holidays:** Holiday seasons are hectic for everyone, so make your reservations early! An additional fee of \$8 per visit and \$16 per overnight or "almost overnight" is charged on these holidays - New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

**Alternates:** Alternate staff members may be utilized in the event of illness, injury, inability to travel into the field and employee time off. Please alert us if a substitute is unacceptable and we will note as such in your account. Inability to use an alternate may result in unavailability.

**Deposits:** A 50% deposit will be collected at the time of booking for all vacation requests.

**Cancellations:** Cancellations for pet sitting may be made up to 48 hours in advance of your scheduled service. Any deposit will be credited to you in the form of payment received. If canceling less than 48 hours prior to the first day of your scheduled service period, a fee of 50% of the total service fee for pet sitting will apply. Cancellations for daily dog walking may be made by 10 a.m. on the day of service. A fee of 100% for dog walking will apply if a walker arrives and a call off was not made.

**Rates/Fees/Payments:** Current rates are available at [www.floofinsandco.com](http://www.floofinsandco.com).

1. **Payment:** Floofins & Co. accepts cash, check, and credit card payments (MasterCard, Visa and Discover Card) via [www.floofinsandco.com](http://www.floofinsandco.com). **Payment is due at the time of or prior to the first visit.** Please make all checks payable to Floofins & Co.
2. **Returned Check Charges:** There is a \$35 fee for all returned checks.
3. **Late Payments:** There is a 15% late fee for all late payments. **Payments are considered late if not received by the time of the first visit.** There is a 10-day grace period following the date of the first visit before 15% late fees are charged.
4. Client shall be responsible to pay attorney fees and costs to Floofins & Co. in the event of litigation as a result of nonpayment for services and supplies.