

Policies and Procedures

(Last updated 03/11/13)

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. The most current policies and procedures are available at www.floofinsandco.com.

1. **Pet Care Availability:** Pet care visits are available 7 days a week/365 days per year **BY APPOINTMENT ONLY**. Pet sitting hours begin no earlier than at 6 a.m. and end no later than 10 p.m. Appointments are scheduled in time blocks marking sitter arrival times. 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. For the safety of our staff, dog walks will not be performed in the Early or Late time blocks.
2. **Office Hours and Emergency Calls:** Office hours are Monday - Friday 9 a.m. to 6 p.m.. The office is closed on weekends and holidays (see holiday list in section 17). A 24-hour emergency line is available for our clients to report emergencies or make emergency requests outside of office hours by pressing 5 in our phone menu.
3. **Office Staff and Pet Care Staff Contact:** When requesting information about billing, scheduling, or other client care requests, please contact the office by phone at 855-748-6935 (press 2 for client care) or via e-mail at clientcare@floofinsandco.com. Handwritten notes, text messages, and voicemails left with pet care staff will not be accepted when making a schedule change or when booking an appointment. Pet care staff are available to answer questions about your pet's care at any time during scheduled pet care appointments via their phone extension (press 9 to access the dial by name directory) or e-mail (firstname.lastinitial@floofinsandco.com). Please be cognizant of the time of day when directly contacting pet care staff members (i.e. a call at noon in Thailand may be waking your sitter at midnight) With vacation service, pet care staff members will automatically be in touch daily per the method requested in your client profile (phone, text, or e-mail).
4. **Reservations/Initial Consultation Meeting:** 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 access your needs before we make a commitment to providing your pets' care. During this initial meeting we will review and complete required forms, sign agreements and schedule your first visit. Consultation visits are complementary, however consultations requested with less than 24 hours notice are subject to an expedited set up fee.
5. **Visit Minimums:** For the safety of the animals in our care, Floofins & Co. strictly adheres to the following minimums for *vacation* pet sitting clients:

Dogs: 2 visits per day	Rabbits: 1 visit per day
Cats: 1 visit per day	Small and Furry: 1 visit per day
Birds: 1 visit per day	Reptiles: 1 visit per day
6. **Duration of Visits and Arrival Times:** All visit times and lengths are approximate and on an average over the entire booking. Due to working with live animals, anything can happen therefore we can not guarantee strict arrival times. The time blocks provided in section 1 are a guideline for arrival times and we will come as close to these requests as possible.

7. **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 only. ***Please make sure your recurring dog walking appointments are correct and submit any changes BEFORE the 1st of the month.***
8. **Emergency Visits and Schedule Changes (<24 Hour Notice):** 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 services requested or time block changes requested with less than 24 hours notice are subject to an additional fee.
9. **Deposits:** A 50% deposit will be collected to secure your booking for all vacation pet sitting and in-home boarding requests. This can be waived with a valid credit card on file.
10. **Cancellations:** Cancellations for ALL services may be made up to 24 hours in advance of the beginning hour of the time block of your scheduled service. Any deposit will be credited to you in the form of payment received. If canceling less than 24 hours prior to the beginning hour of the time block of your scheduled service, a fee of 100% of the total service fee of the first day booked will apply. A fee of 100% will also apply if a pet care staff member arrives as scheduled for a daily dog walk and is sent away. ***Unused prepaid daily dog walks will be placed into a credit account and will be used towards future dog walking visits.***
11. **Rates/Fees:** Current rates and applicable fees are available at www.floofinsandco.com. Vacation care rates apply to any booking when clients are gone overnight or longer. Dog walking rates can be used for sporadic needs when clients are gone for a period of time during the day. When distinguishing between vacation care and dog walking services, our rule of thumb is, if you will be returning home the same day, we will include you in the dog walking category. When gone overnight, you will be included in the vacation care category.
12. **Payments:** Floofins & Co. accept cash, check and credit card payments (MasterCard, Visa and Discover Card) via www.floofinsandco.com. **Payment is due at the time of or prior to your first visit.** Please make all checks payable to Floofins & Co. A fee will be applied for all returned checks. There is a late fee assessed for all late payments. **Payments are considered late if not received by the time of the first visit.** There is a 10 business day grace period following the date of the first visit before late fees are charged. ***Monthly, bi-weekly and weekly payment plans are available for regular dog walking clients. Please contact our office to discuss which plan best suits your needs.***
13. **Attorney Fees:** 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.
14. **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 consultation visit. Keys will be returned within 7 days of the end of your service, in person (additional fees will apply) or dropped at our mailbox location (UPS Store, 205 E. Butterfield Rd. Elmhurst, IL 60126). It is recommended your key remain in our lock box to enable future online and telephone reservations, thus avoiding future key pick up and drop off charges. **Clients who do not have their keys prepared for the initial consultation will incur a key pick up charge to cover the additional trip.**
15. **Returned Home Calls:** **Please remember to call when you have returned home safely from vacation!** 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, e-mail them or text message them to report that you have arrived home.**
16. **Holidays:** Holiday seasons are hectic for everyone, so make your reservations early! An additional fee 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.

17. **Staffing and Pauses in Regular Service:** At your initial consultation meeting, you will meet your primary pet care provider. Alternate staff members may be utilized in the event of illness, injury, inability to travel into the field, employee time off, or if unavailable at the time of future bookings. 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. In the event you must take time off from regularly scheduled dog walking services, we will offer a pause in service as a courtesy for a maximum of two weeks. **If your time exceeds two weeks, we can not guarantee your regular walker will have remaining availability and may need to address a staffing change.**
18. **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.
19. **Responsibility:** Floofins & Co. shall not be liable for any personal injury or property damage claims which may occur upon client's property.
20. **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.
21. **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.
22. **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.**
23. **Supplies:** there will be a supply run fee 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.
24. **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.
25. **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.**

26. **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.

27. **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 litter replacement fee will be invoiced at the end of your scheduled service.