



Pet Players Pet Sitting Guidelines and Policies

Pet Players Pet Sitting (PPPS) Guidelines and Policies

1. **Pet Sitting** visits are 7 days a week beginning at 7:00 a.m. The latest regular visits are completed no later than 9:00 p.m.
2. **Visit times:** PPPS will visit during the following timeframes:
 - ▶ AM Visits ~ between 7:00am – 9:00am
 - ▶ Midday Visits ~ between 1:00pm – 3:00pm
 - ▶ Evening Visits ~ between 7:00pm – 9:00pm

When caring for multiple clients and their pets, times may vary.

3. **Appointment Setting:** Requests for service should be received a minimum of 48 hours prior to service beginning. New clients are required to schedule an Introduction Meeting prior to services beginning. Exception to this policy is at the sole discretion of PPPS.
4. **Emergency Appointments:** PPPS does provide emergency appointments based on availability of Pet Care Specialists where the following additional charges will apply:

Short Notice Fees (< 2 days before service begins)

IF...	THEN...
New to PPPS	\$15 Fee
Current PPPS Client (non Play Pass)	\$10 Fee
Play Pass Client*	No Fee

Urgent Service Fee (< 1 day before service begins)

IF...	THEN...
New to PPPS	\$45 Fee
Current PPPS Client (non Play Pass)	\$25 Fee
Play Pass Client*	\$10 Fee

Same Day Service Fee (day service begins)

IF...	THEN...
New to PPPS	\$60 Fee
Current PPPS Client (non Play Pass)	\$40 Fee
Play Pass Client*	\$25 Fee

* Play Pass Client: a key or access to the home is on file with PPPS.

5. **Inclement Weather:** If anticipating inclement weather, PPPS will request the name and phone number of a person living nearby to be included on your service contract. If PPPS is physically unable to reach your home due to impassable roads, we will contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.
6. **Additional Pet Care Assistance and Other Scheduled Services:** We all want our pets to have all the love and attention they deserve, but please be advised if other persons are entering and leaving your home, PPPS cannot be held liable for any damages or problems that may arise as a result. Please inform us during the initial consultation of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family and neighbors. PPPS does not accept liability for other persons who will be in your home during pet sitting services.
7. **Vaccinations/Immunizations:** PPPS requires that all pets have the necessary vaccinations and immunizations before service begins unless otherwise discussed. We will ask for verification of current rabies vaccinations.
8. **Unforeseen purchases:** PPPS will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet if the need arises while you are away. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition a \$5 trip fee will be charged to the pet owner.
9. **Pet waste:** PPPS will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
10. **Leashes:** All dogs will be required to be on leash if a secured enclosed area is not available.
11. **Fences:** Fenced in yards are wonderful playgrounds for pets and allow them additional space to exercise and play. However, no fence system is totally secure. PPPS does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, **when instructed** to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.



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12. **Animal Behavior:** Animals behavior can be unpredictable. PPPS does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a PPPS 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 for the PPPS provider or for the animals. Client/owner agrees to indemnify and hold harmless PPPS in the event of a claim by any person injured by the pet.
13. **Other dogs:** We will not permit your dogs to interact with strange dogs unless otherwise specified. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
14. **House Cleanliness:** PPPS will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, PPPS may charge a reasonable fee for clean up time.
15. **Privacy Policy:** All of your information will be kept private and confidential. PPPS highly respects our clients entrusting us with the care of their home and their loving pets. We do recommend you inform a trusted neighbor that PPPS will be caring for your pets and your home while you are away.
16. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
17. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, PPPS will adjust the thermostat. This is to ensure the health and comfort of your pets.
18. **Early Returns:** There are no refunds for early returns however PPPS will credit your account toward future services in the amount of unused full day services. You must contact PPPS no later than the day before your early return. If daily services have begun, you will be charged for all scheduled visits for that day.
19. **Late Returns –** If your plans change and require additional pet care visits beyond the last scheduled visit, PPPS will charge a \$25 'late add' charge for each calendar day added to the original schedule. The 'late add' charge is in addition to the regular visit fees added due to the change in return dates.
20. **Cancellations:** PPPS requires a cancellation notice 2 calendar days prior to the date of the first visit. Failure to provide notice in less than two calendar days will result in a \$15 cancellation fee payable by the pet owner.
21. **Holiday Cancellations:** Cancellations prior to a major holiday (New Years, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas) **with less than a 2 calendar day notice** will result in a \$50 cancellation fee.
22. **Cancellations for Single Visit Service:** A four (4) hour cancellation notice is required for any single visit contracts (i.e. Business Professional Special); otherwise 50% of the visit fee will be charged to the owner.
23. **Payment:** PPPS accepts cash or checks. **Payment is appreciated at the time of or prior to the first visit.** Please make all checks payable to Pet Players Pet Sitting.
24. **Late Payments:** There is a 5% late charge fee for all late payments. **Payments are considered late if not received at the time of the first visit.** There is a 7-day grace period following the date of the last visit before 5% late fees are charged.
25. **Returned Check Charges:** There is a \$30 fee for all returned checks.

I, _____ have read, understand and agree to the policies and guidelines of Pet Players Pet Sitting. I further understand that this copy will be kept on file for documentation purposes. All policies and guidelines are subject to change at the discretion of Pet Players Pet Sitting.

Signature _____ Date _____
Client/Pet Owner