

Pampered Pet Sitting, LLC

Policies & Procedures

Effective November 15, 2003 ~~ Updated: October 24, 2006

1. The length of walk may be shorter due to inclement weather. If there is heavy rain, thunder and/or lightening, snow, ice, high humidity, etc. dogs will be let out for potty breaks only.
2. Cancellation policy: Unless an emergency situation arises, cancellations must be made within 3 days of first visit, or you will be charged for the full amount of the entire booking. Overnight cancellations must be made at LEAST a week in advance or you will be charged the entire amount of the reservation. Life does happen, so please discuss this with me further if need be.
3. Rates are subject to change. We will notify you if your rate is due to be or will be changed. You should notify me if you disagree with the new rate, within seven days.
4. It is expressly understood that if other friends, family, contractors or other pet care people are in your home while you are away, Pampered Pet Sitting will NOT be held liable for any damage to your home, theft, or escaped pets. I can not be held responsible for what someone else, who has access to your home, may or may not do.
5. Please understand that for insurance purposes, I may not be able to walk your dog(s) off leash.
6. I prefer to not do every other day cat visits. This is for your cat's safety. There are too many health risks, and I personally feel uncomfortable doing them. If you insist on EOD, I will not be held responsible for any damage or health issues that may arise.
7. Payment is preferred up front, but I will invoice. If invoices are not paid within 30 days, I WILL assess a service fee of \$5.00 every thirty days until paid, and you will not have the privilege of being invoiced again.
8. Please have back up items on hand, such as pet food, cat litter, paper towels and other such items, in case of emergencies.

9. Please note that I will try to visit your pets, especially dogs, at a set time, but understand that things happen, and I may be late or early. I can not and will not guarantee times.
10. Evening visits: I maintain the right to have another adult to accompany me for safety reasons.
11. Any visit *requested* for after 10:00 PM will be charged a “late night fee” of \$5.00, in addition to the normal rate.
12. I would like a home again call from vacation clients. But I am no longer making it mandatory. It is YOUR responsibility to call me if you are delayed in arriving home.
13. In excessive cases, I will charge a \$10.00 fee for cleaning pet related messes (poop/pee/garbage/etc.). This is PER MESS. I also will not take responsibility for clean up, as I am not a floor cleaning professional.
14. I do charge a Holiday Fee for Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, New Years Eve and New Years Day. Holiday Charge will be: Half of your current rate. (Essentially, time and a half). For weekends such as Labor Day or Memorial Day weekend, the fee will be a one time, \$25.00 fee for the entire weekend.
15. There will be a \$25.00 fee for all returned checks.
16. Pampered Pet Sitting tries to confirm all reservations about a week in advance, if you have not heard from us, it is YOUR responsibility to contact and confirm your reservation.
17. Pampered Pet Sitting reserves the right to utilize additional help/back up sitters. They may be a helper, employee or an independent contractor. You must notify us in advance with any questions or concerns with this arrangement.

Thank you so much for using Pampered Pet Sitting!

~Candy Laflam ~
(413) 529-0011 Easthampton Office
(413) 268-3447 Home Office
www.PamperedPetSit.net

(Policies & Procedures are subject to change without notice)