



SERVICE GUIDELINES AND PROCEDURE POLICY¹

1. **Scheduling & Visit Times:** Scheduling is on a first come first service basis and will do our best to accommodate your needs. *Pawriffic Pet Sitting Services* will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. Overnight visits are available upon request for an additional charge; however, we can not guarantee that we will always have availability. Lengths of visits vary, depending on type of service. Duration of visits range from 15 to 60 minute session depending on the service that you selected; however this time may have some variations and may be actually less or more depending on your pet's needs.
2. **Confirmation Call (prior to out-of-town departure):** *Pawriffic Pet Sitting Services* will make confirmation call or e-mail no less than two (2) days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone mail messages or e-mails are not 100% reliable, please make sure we speak personally or e-mail is acknowledged by *Pawriffic Pet Sitting Services* (please do not depart town without this). This is to ensure your pet's needs are carried out as intended.
3. **Early Returns:** We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify *Pawriffic Pet Sitting Services* of an early return and *Pawriffic Pet Sitting Services* makes a trip and finds you home, the regular per visit Charge applies. You can call *Pawriffic Pet Sitting Services* at 209-329-6897 anytime and leave a message, someone will retrieve the message left before the start of the next business day, and the sitter will not come to your home.
4. **Cancellations:** We understand your plans change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel 24 hours or less prior to the date of the first visit there will be a \$25.00 cancellation fee.
 - a. **Holiday Cancellations:** Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. If you cancel seven days or less before any holiday, you will be charged for half of the estimated scheduled visits. *Pawriffic Pet Sitting Services* recognized holidays are:
(1) New Years Eve; (2) New

¹ This policy may be modified or changed in the future to adapt to changing business conditions. This is all done to ensure we provide you with exceptional service



Years Day; (3) Easter; (4) Memorial Day; (5) Fourth of July; (6) Labor day; (7) Thanksgiving Day; (8) Christmas Eve; and (9) Christmas Day.

5. **Inclement Weather (e.g., Severe Storms):** You will entrust *Pawriffic Pet Sitting Services* to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. *Pawriffic Pet Sitting Services* will try to carry out your instructions to the best of *Pawriffic Pet Sitting Services* ability. The care we provide to our customer's pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. The inclement weather plan will bear as follows: 1) every effort will be made to drive to your home; 2) the service schedule may be changed, interrupted, or altered due to circumstances; 3) if this is not possible to drive safely to your home, your emergency contact will be notified; 4) you will be notified that the above-mentioned contingency plan has been activated.
6. **Emergency Contact:** *Pawriffic Pet Sitting Services* has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). This information is needed so that we can contact this person to request their assistance to check on your pet(s) if we are physically unable to drive to your home due to inclement weather or if an unforeseen emergency arises. Please remember that garage door openers are not operational in the event of power outages. In the event that the customer does not provide a nearby emergency contact with access to your home for *Pawriffic Pet Sitting Services*, customer realizes that *Pawriffic Pet Sitting Services* will provide service but not until conditions allow us to reach your home safely.
7. **Medications/Vaccinations:** *Pawriffic Pet Sitting Services* will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances** will *Pawriffic Pet Sitting Services* service any pet that has any form of contagious illness. This is for the safety of other clients. *Pawriffic Pet Sitting Services* requires that all pets have the necessary vaccinations and immunizations before service begins. If a *Pawriffic Pet Sitting Services* pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.



8. **Access to your Home by Others:** If customer allows any other person(s) access to their home during *Pawriffic Pet Sitting Services* contract period, *Pawriffic Pet Sitting Services* cannot be held liable for any damages to property or pets as a result. Please notify *Pawriffic Pet Sitting Services* if someone will be in your home. Please also notify the person(s) in your home that *Pawriffic Pet Sitting Services* is coming so that your visitor, as well, is not surprised by our entrance.
9. **Fences:** Fenced in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pets. *Pawriffic Pet Sitting Services* does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.
10. **Illness or Injury:** In the event that your pet becomes ill or obtains any injury while in our care, *Pawriffic Pet Sitting Services* will not be held liable for any charges that may arise from such illness or injury of your pet, unless *Pawriffic Pet Sitting Service's* or its representative was negligent in performing their duties and such negligence directly caused illness or injury to your pet.
11. **Pet and house clean-up/Damages:** *Pawriffic Pet Sitting Services* will properly dispose of pet waste and do our best to clean up any accidents your pet may have. *Pawriffic Pet Sitting Services* is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste disposed of. It is further agreed that *Pawriffic Pet Sitting Services* is not responsible for any damages to your home or property or that of others caused by your pet(s).
12. **Leashes:** All dogs will be required to be on leash during outdoor walks.
13. **Unforeseen purchases:** Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by *Pawriffic Pet Sitting Services*. We will retain a receipt and the customer will be responsible for reimbursement of these items. A \$10.00 trip fee will be applied.



14. **Animal Behavior:** Animal's behavior can be unpredictable. *Pawriffic Pet Sitting Services* does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a *Pawriffic Pet Sitting Services* pet care 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 by either *Pawriffic Pet Sitting Services* pet care provider or by the animals.
15. **Updates:** Please provide us with any changes regarding your pets' care and other pertinent information.