

FURRY KIDS TERMS AND CONDITIONS

Office Hours: Regular business hours are 8am – 8pm. Early Bird and Night Owl services are also available for an additional fee. If you need our services for an emergency, the unexpected, or simply forgot to make arrangements for your Furry Kid we are here for you. Services without a prior reservation may have an additional fee and are subject to availability.

Consultation/Application Visit: These visits are offered FREE of charge as we want to get to know you and your pet prior to the sit. The consultation visit will be 15 - 30 minutes long and we will have you complete the Sitting Application Registration Form if you have not already done so on line, as well as get to know your Furry Kids.

Reservations/Confirmations: Furry Kids focus is to provide the BEST quality of pet related service; therefore, we accept only a limited number of daily reservations. Confirmation of service will be sent via e-mail or via your completed registration on-line. Please plan a few weeks in advance, we can pencil your reservation in tentatively, but in home consultations are required and our Terms and Conditions agreement signed before commitment is made to provide services. Visit times are approximate and subject to change based on the needs of all pets under our care. Furry Kids is entrusted to use best judgment in caring for pet(s) and home, in the event of an emergency situation, inclement weather or natural disaster. Furry Kids will be held harmless for consequences related to such decisions.

Payment: Furry Kids will accept payment in the form of Cash or Check (must include Drivers License number and phone number). Payment is due in full at the time of booking or on the first day service begins. Insufficient funds for a check will be charged a \$50.00 service fee.

Keys: Furry Kids requires (2) keys be provided in advance for your scheduled sits. We recommend that your keys remain in your Furry Kids file for the convenience of future services and to enable online/telephone reservations, thus avoiding future key pick up appointments. All keys will be stored in a locked secure location. Key pick up/return requires an additional fee.

Security Systems Protocol: Due to the possibility of power outages or mechanical failures, garage access is not preferred. If you have a security system, we require you to program a 4-digit code for us – a code that we will provide at the initial consultation. We DO NOT use your code. This is done for security purposes.

Food and Supplies: Furry Kids does not provide food, litter, cleaning supplies etc. Items needed for the care of your Furry Kid should be placed in an area with easy access for the service provider. Bowls for food and water should also be provided. Pet owners must provide secure properly fit collars and a leash that provides proper restraint for your pet as we want them to be safe during outdoor activities.

Pet Waste: Furry Kids will dispose of pet waste in the location designated by you at your home using tools provided by pet owner. Waste clean-up is limited to that which occurs during the time of Furry Kids scheduled service.

Immunizations /Medication/Vaccinations: Your pet must be up to date on all immunizations and your veterinarian name and contact information provided. Furry Kids requires a trial run for any medication service to be sure your pet will accept medications from someone other than their parent. This service will have the same charge as a 30 minute visit. Medications are required to be clearly marked with the drug name and as prescribed by your veterinarian and must contain the pet(s) name and dosing instructions. Furry Kids is released from all liability related to administering of medications to pet(s).

Home Access: In order to keep our staff safe during our visit to your home we request access to your home at the time of our visit be limited to Furry Kids personnel only. Failure to comply will result in breach of contract. Please inform anyone with access to your home you have hired Furry Kids. Please inform us at the time of consultation or reservation of anyone who may have access to your home while you are away including cleaning services, maintenance personnel, friends, family and neighbors.

Cancellation/Early Returns Policy

We at Furry Kids understand that plans change, some of which are out of your control. We will make every attempt to work with you if a situation occurs, but we strictly adhere to our policies. Because Furry Kids accepts only a limited number of reservations daily and we want to be fair to all clients when you make a reservation for your Furry Kid that time is no longer available to other clients, we do not overlap reservations.

Cancellations: Cancellations requested in writing via e-mail or text at least 48 hours prior to reservations will receive a Credit for the canceled services, minus a \$30.00 service charge. Credits can be used for future services but expire after one year. No Credit or Refund will be issued for cancellation of any service regardless of service time line made with less than 48 hours' notice of the reserved service. Reservations which include a holiday are not eligible for a Credit or Refund regardless of cancellation date or service time line.

Early Returns: Furry Kids will not provide a refund for a scheduled sit if the duration is shortened.

Holiday Reservations: Services performed on holidays will incur additional charges. Major Holidays: Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve (after 5pm), Christmas Day, New Year's Eve (after 5pm) and New Year's Day are billed at the standard rate, plus \$10.00.

Inclement Weather: Furry Kids will use our best judgment in caring for your pet(s) and home during the time of inclement weather events and will try to carry out your instructions to the best of our ability. While every effort will be made to drive to your home the service schedule may be interrupted or altered due to circumstances beyond our control. Nearby emergency contacts will be required during Winter months. We will notify your emergency contact if you cannot be reached to advise you we cannot complete services due to extreme weather conditions, services will resume as soon as conditions improve. Dog walks will not be conducted during inclement weather for the safety and comfort of the Furry Kid and Service Provider. Inclement weather events include: Snow, Ice, Rain, Thunderstorms, extreme cold/heat, etc.

Aggressive / Dangerous Pet(s): Furry Kids reserves the right to terminate this agreement at any time before or during the term if Pet Sitter determines that Client's pet poses a danger to the health or safety of herself/himself or others. Should any pet(s) become aggressive or dangerous, the Sitter will arrange with the pet's emergency contact to assume responsibility for the pet(s) until the pet parent returns. Pet Parent will be notified immediately. In the event of the above, the pet parent is not entitled to a refund or a credit. Furry Kids reserves the right to apply breed restrictions.

Liability: Furry Kids agrees to provide the scheduled services in a caring and trustworthy manner. In consideration of all services and as an express condition thereof, the pet owner expressly waives and relinquishes any and all claim against Furry Kids, owners and team members for any unusual mishaps (i.e., pet's refusal to take medication, escaping from the yard, biting, eating or destroying household items, damage to inside/outside of home, personal injury/accidental death). The pet owner agrees to be responsible for all medical expenses and damages resulting from an injury to the attending team member or other persons by the pet(s). The pet owner agrees to indemnify and hold harmless, Furry Kids in the event of a claim by another person injured your pet(s). Furry Kids does not accept liability for any other person(s) who may be in your home during your absence. Furry Kids will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the indoors and /or outdoors. Furry Kids will not be responsible for any damages to your property, or that of others, caused by the animals during the period in which your pet is in our care. Furry Kids is released from all liability related to transporting pet(s).

Household Emergencies: We request that you provide 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.

Privacy Policy: All information provided to Furry Kids will be kept private and confidential. Furry Kids highly respects our clients and appreciates you entrusting us with the care of your home and Furry Kids.

I understand and agree to the Policies of Furry Kids as stated in this document. Your signature is confirmation of the day and time you reviewed and agree to these Policies.

Owner Signature _____

Date _____