

policies and procedures

1. Scheduling/Visit times: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. Love Your Pet will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. We reserve the right to leave a 1-2 hour gap between the scheduled services. Walks are scheduled from 8:00AM to 5:00PM daily. Weekend walks and late evening walks/visits are subject to a price increase. This does not apply to pets that are scheduled to have medicine administered.

2. Services: Unless specified, Love Your Pet staff will not enter bedrooms or any other private rooms. The only exception to this policy would be an animal emergency (Pet is hiding or a requested security check).

3. Medical Policies: Policies are in effect for the health, safety and well being of your pet as well as all of our clients. All dogs under our care must be up to date on their shots.

4. Illness: In the event your animal becomes ill during the time you are away, we will make every effort to contact you. In the event we cannot reach you, we will contact your preferred veterinarian for treatment. However, the client agrees that Love Your Pet has the authority to act in the pet's best interest even if this means seeking medical attention prior to notifying the client. The client also agrees to reimburse Love Your Pet for any additional fees and or expenses incurred while tending to emergency or veterinary care. Please [click here](#) to view the vet authorization form.

5. Pet Behaviour: Love Your Pet does not provide pet sitting for aggressive animals and/or animals with a history of biting. Under no circumstances do we allow cats to go outside. This is against local by-laws, and because we are supporters of many rescue organizations we politely refuse to allow cats to go outdoors while in our care.

6. Holiday Visits: If your pet visit falls on the following holidays, the fee will be 1 1/2 times the regular sit rate.

* New Years Day

* Christmas Eve

* Christmas Day

*** In addition, our visits on the holidays may be slightly shorter so that we can also spend time with our loved ones during the holiday seasons.

7. Emergency Contacts: Please ensure that Love Your Pet has all necessary contact information before you leave. In the event that we have trouble getting into your home, we would need to contact someone from outside your house. Information left inside the house may not be accessible in the event of an emergency. It is essential that you provide all information during your initial interview when you schedule our services.

8. Pet/Household Supplies: Please ensure we know the location of all supplies, and that you have enough pet food and litter for the entire time you are away. Love Your Pet is not responsible for purchasing pet supplies while you are away. All supplies must be in plain view as Love Your Pet staff does not go into cabinets, cupboards, etc. in search of supplies.

9. Key Policy: Love Your Pet must have a key to your home before you leave. We will not leave keys "under the mat" or the like, due to safety issues for your home. In addition, we will NOT lock keys in the house after the last visit, as we must be able to access your home in case you are delayed on your arrival home and your pet(s) require additional visits. We recommend that you let us keep a copy of your keys (to be locked in our safe) for future services.

10. Job-Sharing With Family/Friends: We understand that while you're away, you might have family/friends willing to help with some visits, but not all. Due to insurance guidelines and other liability issues Love Your Pet MUST be notified prior to your departure about any people that may have access to



your home while you are away. We will need the name, phone number, the time and dates that they are stopping by as well as their job responsibility. Love Your Pet is contracted to service your pet, therefore we politely request that while your pet is in our care, Love Your Pet is in full control of any animal care related service. Love Your Pet will not grant access to your home to any visitors not mentioned prior to your departure. Furthermore, Love Your Pet will not be responsible for any damages incurred to a client's home because of visitors. This is due to our insurance policy, the safety of our staff, and the safety of your home and most importantly, pet. Similarly, if you have a cleaning, yard, or house maintenance service coming during our visit, you must notify Love Your Pet of their arrival times and dates.

11. Guests in Your Home: Similar to job sharing above, Love Your Pet politely declines to provide pet sitting services if you have family/friends staying in your home while you're gone, and we are scheduled to sit for you.

12. Unlocked Residence: While some people may feel comfortable leaving doors unlocked or open, Love Your Pet must politely decline to visit an unsecured home. Homes must be kept locked to ensure the safety of our pet sitters and your pets.

13. Changes to Locks, Alarm Codes and Pets/or Pet Care: If you have made any lock or alarm code changes, it is critical that you notify us when scheduling service. We want to provide the best care for your pets, so please make sure it is brought to our attention; also inform us as to any new pets, or any changes with the existing pet(s).

14. Weather: Off leash group walks are subject to cancellation depending on the weather (severe weather or -25 degrees Celsius, or below cold conditions). This is for the safety and care of your pet. We will however stop by and take your pet for a short walk to go to the bathroom and or feeding. If the off leash walks are cancelled due to weather, you will be notified through the communication book provided at your initial pet consultation.

15. Pricing: Prices are subject to change at any time. With the steady increase of gasoline prices in the cities of Calgary and Airdrie, a minimal gasoline fee will be added to each invoice upon the discretion of Love Your Pet management. Please note that pricing for Love Your Pet services does not include GST.

16. Payment: We extend to you the courtesy of billing for our services. In return, we require PROMPT payment upon receipt of the invoice. A late charge of 10% of the total invoice will be assessed if payment is not received within 10 days of completion of service. There is a \$20 fee for any returned checks. Unfortunately, in the past we have had clients not pay Love Your Pet for our services after the services have been completed. If the invoice becomes 30 days overdue, we will politely remind with a phone call and/or email. Failure to pay after our repeated phone calls will result in immediate collection procedures.

17. Cancellation: We require 48 hours notice for cancellation (Overnight care in our home or your home). Failure to do so will result in a \$50 cancellation fee.

18. Liability: Love Your Pet, its employees, and/or contractors, agrees to provide the services in a caring responsible manner. The client waives and relinquishes any and all claims against Love Your Pet, its employees and or contractors except those arising from negligence of the pet sitter. The client agrees to notify Love Your Pet of any concerns related to assumed services within 24hrs of returning home.

The client states that he/she has read this entire agreement and understands and agrees to its terms and conditions.

love your pet animal care professionals

constance burlock CEO

date

owner name (PRINT)

owner signature

date