

POLICIES

Hours: Normal business hours are from 8am to 10pm PST. Telephone messages left after 10pm will be returned the following day.

New Pet Sitting/Dog Walking Clients: A complimentary consultation visit is required for all new pet sitting clients prior to reservations being accepted. During the consultation visit, we will assess the compatibility between your pet(s) and me, as well as complete necessary forms and contracts. I will also need to pick up a key at this time. A 50% deposit is due at the consultation visit to reserve the pet sitting dates with the balance due on the first visit.

Dog Walks: A "dog walk" is a visit to your home to take your dog(s) outside for a walk, giving them an opportunity to relieve themselves during your workday. Each visit includes a walk and playtime outside, picking up waste, administration of necessary medications (liquid, pill, or subcutaneous injections), and fresh water. Said visit will last approximately 30 minutes, unless prior arrangements have been made for longer visits and the per-visit fee is adjusted accordingly.

Existing Pet Sitting Clients: Telephone reservations are accepted from existing clients. Be prepared to notify me of any changes since I last saw your pet(s). This includes new animals, changes in diet or habits, medications, etc. Reservations are not set until we speak in person. Voicemail messages do not constitute making a reservation. During peak times and holidays, a 50% deposit may be required to hold a reservation and will be due no less than seven (7) days prior to the start of the job. The balance will be due on the first visit of the job.

Dogs: Each visit for dogs includes fresh food and water, a walk with playtime outside, picking up waste, administration of necessary medications (liquid, pill, or subcutaneous injections), any miscellaneous services requested (see below), and lots of love & attention for your dog(s). **IMPORTANT:** Because dogs are social creatures that depend on human interaction for their happiness, I require that dogs be visited a minimum of twice each day but recommend three visits each day.

Cats: Each visit for cats includes fresh food and water, cleaning of the litter box, administration of necessary medications (liquid, pill, or subcutaneous injections), any miscellaneous services requested (see below), and lots of love & attention for cats that aren't shy. **Important:** For the safety and security of both your home and your cat(s), I require that cats be visited a minimum of once per day. No every-other-day visits are accepted.

Keys: House keys will be obtained during the consultation visit and can either be returned at the end of a pet sitting job or kept on secure file with me in anticipation of future visits. If keys are returned, a fee will be charged for each pick-up and return for future jobs. Keys kept on file with me are kept in a secure location with nothing more than coding attached to them. Personally identifiable information is not attached to your keys.

Cancellations or Changes in Service: Notify me as far in advance as possible of any cancellations or changes in your service.

Clients who cancel service more than 36 hours in advance of the first visit will be credited the amount of any deposit for future services.

Clients who cancel service less than 36 hours before the first visit will be charged a cancellation fee equal to 25% of the total service charges for the job. This fee will be deducted from any deposit with the remaining amount of the deposit credited for future services. If there was not a deposit for services, client will be invoiced for the cancellation fee.

Same day cancellations subject to full charge.

Holiday cancellations subject to 25% of total contract.

Additional Information:

For safety and security reasons, all dogs are required to have on a collar with a visible identification tag attached ,and be walked on-leash.

Last minute reservations can only be accepted if there is time available for the consultation visit and I have availability for the job.

Citizen Kanine is not responsible for the loss, injury, illness, or death of any pets that have free access to the outdoors.

It is the responsibility of the pet owner to inspect gates, fences, latches, etc. to be sure they are in proper working order and there are no outlets for pets to escape.

For the safety and well-being of pet(s), all clients are asked to call me upon their arrival home. These calls are accepted at any hour of the day. Leave a message after normal business hours.

Additional visits will be made if I do not hear from the client by their scheduled return time which will result in additional charges being added to the bill.

A 10% finance charge incurs for payments received after 30 days.

Citizen Kanine charges a \$25 returned check fee.