



## POLICIES & PROCEDURES

The client hereto agrees as follows:

### LIABILITY POLICY:

- Furball Fitness Dog Walking & Pet Care, LLC and employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Furball Fitness Dog Walking & Pet Care, LLC or its employees, unless arising from gross negligence on the part of Furball Fitness Dog Walking & Pet Care, LLC.
- Furball Fitness Dog Walking & Pet Care, LLC cannot be held responsible for dogs, cats or other pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc. while walker or pet sitter is not present.
- Furball Fitness Dog Walking & Pet Care, LLC cannot be responsible for dogs, cats or other pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- Furball Fitness Dog Walking & Pet Care, LLC cannot be responsible for any complication's dogs, cats or other pets may suffer or actions of dogs, cats or other pets while they are unattended.
- Furball Fitness Dog Walking & Pet Care, LLC or its employees shall not be held responsible for the loss, injury, death, or actions of any dog, cat or other pet that the client has let outside or has instructed the walker or pet sitter to allow outside while walker or pet sitter is not present. This includes dogs with doggie doors and outdoor dogs.
- The client understands that all dogs must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Furball Fitness Dog Walking & Pet Care, LLC for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to dog(s).
- Furball Fitness Dog Walking & Pet Care, LLC does not accept aggressive dogs. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if client's dog should bite another person or animal.

- Furball Fitness Dog Walking & Pet Care, LLC does not diagnose, prognose, or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety concerns.

### **MULTIPLE PET CARE POLICY:**

At Furball Fitness, we are committed to providing safe, attentive, and high-quality care for every pet in our care. To ensure that each pet receives the proper attention and to account for the additional time, resources, and responsibility involved, we have a policy regarding households with more than three (3) pets.

#### Policy Details

- Standard pet sitting rates apply for up to three (3) pets in the same household.
- For each additional pet 4th and beyond, a \$7 per pet, aquarium, or cage, per visit/day surcharge will be applied.
- The surcharge helps coverage additional feeding, cleanup, and supervision time and the added responsibility of caring for a larger group of animals.

#### Special Considerations

- Exotic pets, pets with special medical needs, or animals requiring individualized care plans may incur additional fees beyond the standard surcharge, which will be discussed in advance.
- For households with more than 5 pets, customized care packages and pricing may be required to ensure proper attention and safety.

#### Why This Policy Exists

We want to make sure that each pet receives the attention they deserve while keeping our sitters' workload safe and manageable. This policy allows us to maintain high-quality care standards for all pets in our care.

**CANCELLATION POLICY:** Cancellations made after 5pm on Friday for Monday or less than 24 business hours will be charged full price. Office will be closed on all major holidays. Furball Fitness Dog Walking & Pet Care, LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

**LAST MINUTE ADD-ONS: 24 Hour Appointment Notice:** In-home visits scheduled with less than 24 hours' notice will result in a \$20 convenience charge per last minute visit in addition to your dog walking or pet sitting visit price. Last minute requests may be scheduled, but are not always guaranteed.

**SCHEDULED VISITS:** We offer morning, mid-day, evening and bedtime visits. Furball Fitness Dog Walking & Pet Care, LLC does not accept time specific requests as we cannot accurately guarantee specific times.

**EXTENDED VISIT TIMES:** If you need a visit extended for any reason, you are responsible for the increase in price.

**OFFICE HOURS:** We will answer phone, text, email, schedule requests and service change requests between 8 a.m. and 5 p.m. Monday thru Friday. Dog walking and pet sitting visits are completed between 8 a.m. and 10 p.m., 7 days a week. Office will be closed on the weekends and all major holidays.

**HOME ACCESS:** For safety reasons we no longer hold onto your keys. We like YOU to have possession of your key(s) and know where they are always located. Here are some options:

- Hide-a-way key(s) securely hidden on your property
- Garage or Door Keypad Code
- Either provide your own or purchase a lock box from us for \$20, it is then yours to keep. You set the code.

We require 2 ways into the home in case the battery goes out in the garage or door keypad or a key doesn't work for some reason.

**Please Note: We cannot use the myQ Garage App.**

**PAYMENT POLICY:** A \$50 fee is assessed on all returned checks. With Credit Card Auto Charge, the day prior to an invoice being automatically charged we will send an email reminder to you 24 hours before the charge is scheduled to occur for you to review. Visits on templates will be charged either weekly, bi-weekly or monthly. Visits are charged after completion.

**NO-SHARE POLICY:** When hiring Furball Fitness Dog Walking & Pet Care, LLC, we would like to be the sole pet caregiver while you are away. We would prefer not to share pet care visits or walks with others. This includes neighbors, family members (not living on the property), cleaning services, maintenance personnel, or other pet care individuals. This policy helps avoid confusion or accidents, such as duplicate medication doses or a pet escaping due to unsecured conditions, etc. If you choose to share pet care responsibilities with one of these parties, our liability insurance will become invalid, and we will not be responsible if something happens to your pet or your property.

**SUBSTITUTES:** If for some reason, your assigned pet sitter cannot make their visit for any reason, we will send another pet sitter who we feel would be a good fit to complete your service.

**LEADERSHIP RANDOM CHECK-INS:** We take the care of our clients' pets very seriously. Even though our sitters are well qualified and trained we still do drop-in check-ins to make sure everything is to our standards.

**EMERGENCIES:**

- Client agrees to authorize Furball Fitness Dog Walking & Pet Care, LLC to handle any emergencies that may arise. Furball Fitness, LLC will make every effort to contact client. In the event client cannot be contacted, client authorizes Furball Fitness Dog Walking & Pet Care, LLC to use their best judgment and to be available at an hourly rate of \$50 to oversee the circumstances.
- Furball Fitness Dog Walking & Pet Care, LLC requires you to have a responsible party to take care of your dog(s), cat(s) or other pets in the event of unforeseen circumstances such as an event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. Furball Fitness Dog Walking & Pet Care, LLC is not responsible for dogs, cats or other pets in these circumstances.

**PAYMENT ARRANGEMENT:** Payment is expected after completion of service. In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 5 days of the completion of services or a late charge of \$20 will be applied monthly. If payment is not paid in full after service has been completed, Furball Fitness has the right to charge my credit card that is on file. By signing below the client fully understands and agrees to the contents of this agreement.

By signing below the client fully understands and agrees to the contents of this agreement:

Signature of Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_