

Sunny's Way Pet Services

Policy and Procedures Contract– June 2022

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

Rates, requests, reservations and deposits

(Specific policies pertaining to your services will be clearly outlined in each your invoice notes)

- Rates subject to change at any time but will be announced.
- A minimum 50% deposit is due at time of reservation.
- 100% payment due for Holidays and for services requested within 30 days of start of services.
- Requested and approved reservations will show on your schedule but ARE NOT secure until deposit/payment is received and will be booked first paid first served.
- All reservations must be requested through the system. Dates in messages get buried in our conversations and are not sufficient to secure requests. If you need help figuring out the system and how to make requests, please let me know.
- A credit card must be kept on file to request visits. TTP offers bank level security and access to card information is not accessible except to their processors when payment is submitted by the client or by Sunny's Way via your profile. Your portal will not allow a booking request without a card on file and will prompt you to do so.
- To aid in effective reservations and peace of mind for myself and my clients in these more demanding times, all open invoices will be automatically charged each Sunday evening at 9pm unless otherwise arranged in advance.
 - For those who have ongoing weekly visits this will charge for the upcoming week. Overages or changes in schedule will result in a credit put towards the following week. You can also request any changes or cancellations prior Saturday at 9pm to ensure they are seen in time.
 - Those who have made vacation reservations who have not already made a 50% deposit will be charged in full at that time. It is advised to pay your deposit as soon as you have reviewed your finalized invoice and services.
- When deposit is made for vacations, remaining balance will be automatically charged the Sunday closest to 30 days before departure for trip. This date will appear as your new invoice due date and a notification email will be sent the day before with a reminder.
- Services are booked into time slots of approximately two hours. This ensures prioritization of pets in most need such as diabetics and younger dogs and allows for sitter to not be rushed should pets need extended care for any reason.

Holidays

Due to increased demand for these days, there will be a \$10 per visit/\$60 per overnight charge for the following holidays:

- Easter Sunday
- Memorial day weekend (Sat –Mon)
- July 3rd, 4th and 5th
- Labor Day weekend (Sat –Mon)
- Thanksgiving (Wednesday before –Sunday after)
- Christmas and New Year’s holiday (December 23rd-Jan 1st).

Cancellation Charge Schedule (% applies to entire service period total)

Vacations:

- 0 - 48 hours prior to service: 0% of service total refundable
 - 2 - 7 days prior to service: 25% of service total refundable
 - 7-14 days prior to service: 50% of service total refundable
 - 14-21 days prior to service: 75% of service total refundable
 - 21 or more days prior to services: 100% of service total refundable
- Holidays- 50 % refundable if cancelled before 14 days from trip.
0% refundable within 14 days.
- Vacation early return-
- Reservations are made to reserve sitter availability and booking requests from other clients may be turned down and spot unable to be filled last minute. Therefore, clients returning home early will not be refunded for remaining visits.

Weeklies:

- Cancellations made before 9pm evening before visit will be fully credited towards following week.
- Cancellations after 9pm will not be credited.

Pet Guardianship

Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with “Visiting” pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).

The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Home access safety and security

- All clients must provide 2 sets of keys. Both sets are nondescriptly labeled and secured in a coded lock box on my property. While under our care, 1 set stays on the sitter at all times and the second remains secured as an emergency back-up. Should clients be locked out of their home at any point. Sunny's Way can act as a "locksmith" service and will come as soon as we can to give you access and a spare key should it be needed.
- For those with door or garage codes, 1 key must be kept on file to ensure we can reach your pets in case of their failure.
- Should you prefer not to keep a key on file with us, a lock box can also be provided for a one-time \$50 fee to keep on your premises. This ensures your sitter has access while you are away and you are in control of your key. Your own lock box may be used but it must be able to be secured around a doorknob, railing or pole near entry. Lock boxes and keys must be tested prior to each trip or service to ensure proper functioning and be secured to a doorknob, railing or pole near entry.
- Key will stay in lock box and not leave premises with sitter and will be secured back in lockbox after each service is completed.
- All lock box, garage, door and alarm codes must be entered into your Time to Pet portal and routinely updated for changes. Clients should make a specific code for pet services provided by Sunny's Way to further security.
- At the time that service is booked, Owner will notify pet sitter of everyone who has been granted access to the home during the service period. All other individuals that visit the home to care for pets will leave a log of their visit or contact the sitter directly to inform of their entrance and any pet related updates (medication administration/bodily functions) so we can ensure proper monitoring and care. Job sharing is out of the realm of our duties and there will be clearly defined care that does not overlap. This will be discussed in depth prior to any service for clarity.
- Sunny's Way Pet Services accepts no responsibility for loss to the premises if other individuals have access to a client's home, or if the home is not properly secured. Proper security of your home and pets is of the utmost concern.
- Although helping with plant care is something we enjoy to help with free of charge, Sunny's Way Pet Services is not responsible for wilted, dead or otherwise unhealthy plants. Sunny's Way Pet Services will work hard to follow your written directions, if provided and discussed, as precisely as possible, but cannot be responsible if the results are not favorable. Please place all indoor plants together on a waterproof surface in plain sight if possible, as your pet sitter is not responsible for water damaged areas or missed plants. All care instructions should be put into your portal. A new plant "pet" can be made and notes included there.
- Sunny's Way Pet Services is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Sunny's Way Pet Services within 7 days.

- Sunny's Way Pet Services is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Sunny's Way Pet Services agrees to remain insured through PSA, BIC or a comparable pet sitting liability insurance entity during each service period.
- Sunny's Way Pet Services is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Sunny's Way Pet Services will re-secure the home to client instructions at the end of each visit.

Pet and Sitter Safety

- Pet Owner is responsible for pet-proofing house and yard, and the security of fences/gates/latches, and leave house secured how they prefer (close doors they do not want pets to have access to). Sunny's Way will check gate and door security upon starting services.
- Owner will notify of any home care services (cleaning services, plumbers, contractors, lawn care) and expected days to ensure gates and house have been properly secured once providers have left. It is our express concern for the safety of your pets when the property and house have been accessed by those not employed by Sunny's Way.
- Sunny's Way Pet Services will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors prior to our taking over care. All pets should be properly secured inside home before client leaves. Pets will not be permitted unsupervised outside access while under our care and will be secured back inside home properly before we leave property each visit.
- Use of doggy doors or unattended outside access is strictly prohibited and any such items should be locked and secured prior to client leaving home. Sunny's Way is not held responsible for any such items being unsecured.
- All dogs will receive a minimum of three 30 minute visits per day for their mental and physical wellbeing.
- All cats and small caged animals will be visited at least once per day.
- All crated animals should have properly functioning crates with a solid pan and no broken wiring and will not be permitted to be crated with collars or harnesses on due to choking/hanging hazard. Crates will be secured by both latches and should be checked for their functionality prior to care.
- Crated animals will receive a minimum of four 30 minute visits per day for their mental and physical wellbeing or overnight care with an additional mid-day visit (totaling 2x 30-minute mid-day visits).
- Due to the heightened risks during walks, all dogs for whom a walk is requested must have at least minimal leash training skills. Proper non pull harnesses or leaders are required to ensure proper care and safe handling of your pets as well as protection for your sitters physical wellbeing. Leash reactivity and any behavioral considerations should be disclosed prior to any walk. Walks can be discontinued at any time should sitter deem more training is necessary for sitter and pet safety.
- Sunny's Way does not offer any formal training services but will gladly follow any commands and skills being worked on or that dogs already know, please share with us upon meeting and describe in pet profiles.

- Bite histories and any aggression issues such as fear aggression, resource guarding and any issues between animals within the home or towards humans should be disclosed prior to any services.
- All animals must be up to date on their Rabies vaccine which can be updated within their profiles. In the event of an emergency or necessary medical care this will ensure your pets do not get unnecessary vaccines as well as knowledge of their protection and protection to any pets or humans that may be injured by them.
- Should you choose, Sunny's Way contact information can be submitted on your microchip registration in the event your pet is lost/stolen and recovered so we can help get them home safely to you in case you are not reachable.

Puppies

- All puppies should receive basic training and leash walking skills or actively be in some sort of training curriculum (formal or informal) in order to be cared for properly and safely and booked on our schedule.
- Puppies will not be walked off property until properly and fully vaccinated (Rabies and Distemper) and leash trained for their safety.
- Puppies will require a minimum of three 30 minute visits per day for their mental and physical wellbeing. Frequency and visit length is subjective to pets age, physical and behavioral considerations and will be discussed on a case by case basis to specialize care. Overnights are recommended for continued socialization and positive mental and physical wellbeing and growth.

Medical care

- Clients will be contacted in writing with any necessary pictures of potential veterinary issues should they be seen by their care provider. Should veterinary intervention be deemed necessary every attempt will be made to contact the owner directly to discuss continuation of care.
- Sunny's Way Pet Services is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client. Pets will be assessed and taken to the preferred general veterinarian or preferred emergency care when possible. If not possible due to vet schedule and availability, pet care will be prioritized and taken to any veterinarian as chosen by the sitter who is able to help. However, the company is not responsible for the health/well-being of the animal or any outcomes of the veterinary care.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Sunny's Way Pet Services, in the event of a claim by any person injured by the Pet. For this reason, pets under our care will not be permitted to be around other pets and people outside of their own household.

Inclement/Hazardous Weather

- In the event of extreme heat or cold or dangerous weather conditions it is up to the sitter's discretion to limit outdoor time for the safety of your pet and the sitter. Adequate bathroom time and indoor play/exercise will be provided in lieu of an extended walk.
- It is suggested that arrangements be made with emergency contact or someone nearby such as a neighbor to evacuate your pets in case of a disaster or weather related event/crisis/ "Code Red". Sunny's Way Pet Services will try our absolute best to see to your pet's safety/care should such events occur, but cannot guarantee it as roads can be closed or too hazardous to safely travel. Communication and care will

always be our utmost priority in these situations but emergency care should be discussed with someone nearby when possible.

Supplies

- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Easy Walk Harness, 2 Hounds or any other no-pull or front attaching harness is preferred for walk clients.
- Please leave out or disclose location of approved pet towels for rainy/muddy days so we can wipe paws to limit paw infections as well as damage to floors and furniture. Sunny's Way is not liable for damages due to water/mud from pets' feet.
- All dogs are walked on a sitter provided walking harness that is securely attached to sitter at all times but allows for better handling but leashes should still be provided and accessible at all times in case of emergencies.
- Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Sunny's Way Pet Services within 14 days for all purchases made.

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- This contract permits Sunny's Way Pet Services to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
 - Sunny's Way Pet Services may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter. If concerns prevent the Pet Sitter from continuing for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner.
 - Sunny's Way Pet Services agrees to provide agreed upon services in a manner that is trustworthy, caring, dependable and to the highest standards of the pet sitting profession. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its employees, except those arising from negligence.
 - Client agrees to discuss any concerns with Sunny's Way Pet Services within 24 hours of return after service.
 - This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Sunny's Way Pet Services term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website under the heading Terms.
 - This contract may be terminated by either party for any reason by giving thirty days written notice to the other party.
 - The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

X

Client signature