

**Keys:** All clients are required to provide (2) working keys before scheduled care begins. Your assigned pet sitter will keep one key (only for the duration of care) while the other key will be secured in a lock box for emergency situations. For your security, we use a code system to identify keys, so your name and address will never be placed on your key tag.

We prefer to keep keys on file for future pet sitting needs, but if you wish to have your keys returned, they will be within 7 days of the end of your service. Keys can be returned in person or by certified mail. There is a \$10 fee for keys we pick-up or drop-off after the initial key pick-up (at your Meet & Greet).

If you wish to have your keys returned after your last scheduled visit, but want to avoid the drop-off fee, we can hide the keys in a safe hiding place outside of your home, leave them with a trusted neighbor, or leave them at the leasing office. For your pet's safety, we must still have access to your pet(s) until your confirmed arrival home, so we cannot lock keys inside the house.

Key return requests must be made in writing. This written note can be left for the pet sitter with the payment, or sent by e-mail. The note must say "Pet Sitter – Please leave the keys on (date & time of last scheduled visit)", along with where you would like the keys to be left. Please include your name and sign the key return request. If the request is done by e-mail, please include your full name and contact information. Both keys will be returned to you.

**After Hours:** If you require a pet visit outside of our normal business hours, we will attempt to accommodate your request, but service cannot be guaranteed. There is an additional \$10 charge (per visit) for any visits required between the hours of 8:00 p.m. to 10:00 p.m. and 5:00 a.m. to 6:30 a.m. Emergency visits required between the hours of 10:00 p.m. and 5:00 a.m. will result in an additional \$20 charge.

**Payments:** Payment from first-time clients is due in full before pet care services begin. Payment can be given at the Meet & Greet or over the phone. Once established, clients can pay over the phone or leave payment in full on the kitchen counter for the pet sitter to pick up on the first scheduled pet care visit. Monthly dog walking clients are requested to pay in full at the beginning of each month.

If a client wishes to be put on a monthly billing cycle, and is approved for such, the client will be billed each month. Full payment must be received within 10 days of the bill. If the client's payment is not received within 10 days of the bill, he or she will

no longer qualify for a monthly billing cycle and will be required to pay in full at the beginning of each month or first scheduled visit.

Any additional charges incurred while rendering our services (such as veterinary care, transportation, the purchase of pet food, additional visits, etc.) will be billed. There is a late fee of \$15 for bills not paid within 30 days of the last service rendered. There is a \$25 fee for each returned check.

Future pet care services will not be available until all outstanding bills are paid in full.

**Transportation/Shuttle Service:** All pets must wear proper identification (if not on them then on their carrier) in order to be transported by D2D. Dogs must wear a leash when walking to and from the vehicle and be able to get in and out of a car. If the dog is not willing or able to get in the car and the D2D staff member is unable to assist the dog, we may be required to refuse transportation service. Dogs being transported by D2D are required to wear a seatbelt (provided by D2D) or be transported in a crate (provided by the client). All other pets must be transported in a carrier (provided by the client).

You are responsible for making all arrangements for your pet with the vet, groomer, boarding facility, etc. (the designated drop-off or pick-up destination). D2D is not responsible for any payments due at the drop-off/pick-up destination nor is D2D responsible for the actions of destination facilities. If the facility refuses to release your pet to the custody of D2D, D2D reserves the right to cancel your pet's transportation and you may still be charged.

Dogs receiving in-home care are allowed to participate in daycare at the Dachs 2 Danes facility, and can do so by using the D2D shuttle service. Each dog must still meet all facility requirements and successfully pass an interview.

Pet Shuttle cancellations must be made 24 hours in advance to avoid a cancellation fee of 25% of the original estimated bill. Payment is due at the time of, or prior to, the appointment date (unless specified otherwise by D2D management).

**Before you go:** To ensure the information we have on file is current, you must review care instructions with a staff member before a reservation can be confirmed.

**When you return:** Because it is our policy to ensure we never leave your pet or home uncared for, we require that you call our office and leave a message once you have returned home. This message will confirm that no further services are required.



**Dachs 2 Danes**

## **In-Home Pet Care Policies & Procedures**

Dachs 2 Danes, Inc. reserves the right to add or change any of these policies or procedures at any time.

**Reservations:** Reservations must be made through the website, via e-mail, in person, or over the phone. Reservations made through the website or via e-mail are not valid until you receive a confirmation e-mail that your reservation has been made. A deposit may be required to book a reservation.

You will receive a confirmation via e-mail or by phone within 2 to 3 days before the first scheduled visit. Do not depart without this final confirmation. If you do not get a confirmation 1 – 2 days before you depart, please call our office.

First-time clients must schedule a free in-home "Meet & Greet" visit before a reservation can be made. Proposed reservations can be *penciled in* but will not be confirmed until after the meet & greet and both parties agree to the terms of service.

Individual pet sitters do not have the ability to make, change, or cancel reservations, so please do not contact them directly.

Make a reservation as soon as possible. We ask for at least a 24 hour window but holiday reservations must be made at least (1) week in advance to avoid an additional charge. Last minute emergencies do happen, and while we do try our best to accommodate last minute requests, we cannot guarantee availability to take care of your pet in such circumstances.

We know life happens and plans change; we just ask that you let us know when they do. Any changes made to a reservation must be sent via e-mail, or called in to the office. These changes will not be valid without a new confirmation. If we are not informed when your departure is delayed, or you arrive home early, and you are there when the pet sitter arrives for the scheduled visit, you will be charged the full visit rate. Likewise, if your trip is extended and we are not informed, we will stop service after the originally confirmed end date. For this reason, please confirm all changes in your schedule with our office.

In-home overnight stays are first-come, first-serve basis and require a reservation to be made at least one week in advance. Specific pet sitters can be requested for an in-home overnight stay but we cannot guarantee their availability.

**Cancellations:** Cancellations must be made via e-mail or by phone. Cancellations via e-mail are not valid until a confirmation e-mail has been received from our office. To ensure a quick cancellation confirmation, please call the office.

For cancellations made at least 24 hours in advance, excluding holidays and in-home overnight stays, there is no cancellation fee. Cancellations made less than 24 hours in advance will be charged the regular visit rate for the first scheduled visit. Because of high demand during the holiday season there is a 25% cancellation fee for pet care cancellations called in or e-mailed less than 48 hours before the first scheduled visit.

Once an overnight stay is booked, our staff cannot book anyone else in that time frame and therefore cannot rebook once a reservation is cancelled with short notice. For this reason, there is a 25% cancellation fee for in-home overnight stays cancelled less than five days from the scheduled start date.

This cancellation policy applies to clients returning home earlier than originally scheduled.

**Pet Requirements:** Pets must be current on relevant vaccinations (most importantly Rabies) and proof of such must be submitted upon signature of the Dachs 2 Danes Service Agreement & Contract for Pet Sitting Service.

We cannot provide service to aggressive animals, those with a history of biting humans, or pets whose vaccinations are not current.

**Home & Pet Safety:** If your pet is contained in a fence or by invisible fencing while a Dachs 2 Danes (D2D) representative is not present, we cannot be held responsible for incidents involving pets left unattended.

If you have given authorization to any other person, including housekeepers, contractors, family members, relatives, friends, and/or neighbors of any age, to enter your home in your absence, at the time of pet care or any future scheduled pet care, it constitutes a shared-visits arrangement. Please inform our office if such persons are expected to visit the home during your absence. Additionally, access to the home by realtors and prospective buyers must also be disclosed to our company.

Because we will not have sole access to your home during this time, we cannot be held responsible for incidents involving your home or pet during such periods.

We cannot be held responsible for damage to your home or yard while unattended. Our pet sitters will attempt to clean up any mess that the pet may leave (such as hairballs, vomit, urine, and other carpet stains) to the best of their ability provided you leave appropriate cleaning supplies (such as rags, paper towels, and carpet spot remover) out in plain sight. We are not responsible for messes made after the last scheduled visit.

It is your responsibility to alert our staff of any home security system that will need to be deactivated. A code will need to be provided with (or in place of) the house keys. You are also responsible for providing our staff with a password for the alarm company if they call the house. While our staff is familiar with most home security systems, we cannot be held responsible for alarms being set off.

If you live in a gated/guarded community please ensure all appropriate arrangements are made with security to allow your pet sitter access. If such arrangements have not been made, D2D assumes no liability if unable to care for your pet(s) or home.

**Visit Times:** With exception to time-sensitive medication, we cannot guarantee a specific visit time. Drop-in visits are from 6:30a.m. until 7:30p.m. We will make every effort to accommodate time requests but we cannot guarantee that we will be there at that exact time due to traffic, weather conditions, and unpredictable circumstances at a prior visit. Furthermore, there is an additional charge for last minute, time-sensitive medication request which require an adjustment in our schedule.

**Medical Emergency:** In the event of a medical emergency our staff will attempt to contact the veterinarian you have supplied in your profile. If that veterinarian is unavailable, we will take your pet to the nearest reputable 24-hour veterinary clinic. You will be notified of any visits to the vet by phone or via e-mail. Our staff will attempt to contact you before any major medical decisions are made. Our signed service agreement permits us to get your pet emergency veterinary attention along with reimbursement for all related expenses incurred.

**Food & Supplies:** Please ensure there are enough food, supplies, and medication for each pet during your absence. These supplies should be left in plain sight and with proper labeling. If necessary supplies run out, you will be responsible for reimbursement and

an additional fee for any food, supplies, or medication purchased by a pet sitter. If your pet is on a special diet or medication which the pet sitter is unable to obtain, we cannot be held responsible for the consequences of the pets change in diet or interruption of medication.

**Inclement Weather:** Please remember that while you are away you are entrusting our staff to make the best decisions for your pet's safety and health. If a pet sitter feels that the weather conditions are too severe, they reserve the right to cancel or shorten a scheduled walk or visit. Extreme weather can include heavy wind and rain, thunder and lightning storms, unhealthy air quality days, and temperatures above 90 degrees or below 40 degrees. Dog walks will be given on light to moderate rainy days (unless the client specifies otherwise) and your dog will still be given a potty break during other inclement weather.

**Natural Disasters:** In the event of a natural disaster (such as an earthquake or wildfire) you will be notified by e-mail and phone. Your pets and home will be checked as soon as possible. You will be notified of any damage to your property. Please be aware that such events may interrupt your normally scheduled service. If road conditions prevent us from getting to your home we will contact your emergency contact.

Please remember that you are entrusting the pet sitter to use his or her best judgment regarding the care of your home and pet(s). Every effort will be made to contact you and your emergency contact on profile, but if you cannot be reached a decision may have to be made on your behalf. D2D nor its representatives can be held responsible for the consequences related to those emergency decisions.

If necessary, please return home as soon as possible or e-mail us your itinerary. If your pet care service has not begun yet, please contact our office prior to departure to discuss options.

**Pet Sitters:** Specific pet sitters can be requested but we cannot guarantee their availability. If your scheduled pet sitter becomes injured or ill, another pet sitter will be sent in his/her place. It is our policy to ensure your pet's care continues as scheduled.

**Overnight Stays:** Overnight stays are from 7:00–8:00 p.m. until 7:00-8:00 a.m. the following morning. Our pet sitters try to be as timely as possible, but delays may occur. This time frame is a minimum standard and pet sitters may arrive earlier or stay later if their schedule allows.