

GABRIEL'S ANGELS-HEAVEN SENT PET CARE

PET SITTING POLICIES AND PROCEDURES

All uses of the phrase "GABRIEL'S ANGELS-HEAVEN SENT PET CARE," We, or Us" shall refer to "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" Client will be referred to as "Customer or You".

Scheduling & visit times: Scheduling is on a first come first serve basis and we will do our best to accommodate your needs. "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" will visit at the requested times, as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.

Confirmation Call (Prior to out-of-town Departure): "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" will make a confirmation call or send an email no less than two days prior to each departure in order to verify all information (dates, contact numbers, etc.) are still correct. Please make sure we speak personally to you, this is to ensure your pet's needs are carried out as intended.

Early Returns: "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.

Cancellations: A full two-day notice prior to the date of the first visit is required for cancellations. Failure to provide notice of less than two days will result in a \$50 cancellation fee.

Holiday Cancellations: Pet sitting services and kennels receive more requests for reservations than they can handle during the holiday time periods and we may have turned away other clients because we have reserved time for you during this busy season. If you cancel seven days or less prior to **any holiday**, you will be charged for one-half of the visit(s).

Inclement Weather (Primarily severe storms, hurricanes, etc.): "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet(s) and it's/their safety is our first concern. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified; 4) You will be notified that the above-mentioned contingency plan has been activated.**

Emergency Contact: "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for "GABRIEL'S ANGELS-HEAVEN SENT PET CARE," customer realizes that "GABRIEL'S ANGELS-HEAVEN SENT PET CARE" will provide service, but not until conditions allow us to reach your home safely.**

Medications / Vaccinations: “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances** will “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” service any pet that has any form of contagious illness. This is for the safety of our other customers. “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” requires that all pets have the necessary vaccinations and immunizations before service begins. If a “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” pet care provider is bitten or exposed to any disease or ailment received from a client’s pet(s), which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

Access to your Home by Others: If customer allows any other person access to their home during “GABRIEL’S ANGELS-HEAVEN SENT PET CARE’s” contract period, “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” cannot be held liable for any damages to property or pets as a result. Please notify “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” if someone will be in your home. Please also notify the person in your home that “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” is coming so that your visitor is not surprised by our entrance.

Fences: Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” does not accept responsibility or liability for any customer's pets that escape, are injured, or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal, or any other fence type.

Pet and house/yard clean-up: “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags and indicate where you would like the waste disposed.

Collars and Leashes: All dogs will be required to be on leash during outdoor walks.

Privacy Policy: “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” highly respects our clients entrusting us with the care of their home and their pets. We do recommend you inform a trusted neighbor that while you are away, “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” will be caring for your pet(s) and your home.

Thermostats: To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

Animal Behavior: Animal behavior can be unpredictable. “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” pet care provider is harmed or injured by the client's animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” pet care provider or by the animal.

Updates: Please provide us with any changes regarding your pet’s care and/or other pertinent information.

Payment: Payment is due (**In Full**) on or before the **1st day of the service.** Customer will be quoted the rate of the total payment at the time of the confirmation call and “GABRIEL’S ANGELS-HEAVEN SENT PET CARE” will send a paid invoice for your records once payment is received.

Return Check Charges: There is a \$25 fee for any returned checks.

Keys: If you are not already doing so, consider letting “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**” retain your house key. Keys are kept in a secured lock system and are coded for customer confidentially. If you choose not to have “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**” retain a key, picking up and returning a key requires two (2) extra trips and there will be a \$5 charge per trip for time and mileage. A second option for key return is via U.S. Mail. To cover costs, the charge for this option is \$5. The last and least preferred option, due to safety concerns, is to leave your key in a predetermined place agreed upon prior to the start of sitting. Please check the key you provide “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE,**” to ensure it will open your door! If Option 2 or 3 is chosen, charges will be factored into price quote at the time of your confirmation call.

Unacceptable Pets: “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**” has the right to refuse animals that appear to be aggressive, ill, etc., or could cause harm to “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**” or others. We do not have to provide reasoning for refusing to work with you or your pet(s).

Abandon Policy: If you abandon your pet(s) in our care. We have the right to report your actions to the appropriate authority, give your pet(s) up for adoption, etc. All expenses incurred during this time period the parent will be held 100% liable for reimbursing “**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**”.

Client Signature _____ Date ____/____/____

“**GABRIEL’S ANGELS-HEAVEN SENT PET CARE**”
Signature _____ Date ____/____/____