



# Woody's Pet Watch, LLC

## Policies and Procedures

### **Reservations / Cancellations, Payments, Etc.**

#### **New Client Set Up**

New clients can enter their information into our secure online Power Pet Sitter program. This can be found by clicking on the New Customer link on the home page of our website [www.woodyspetwatch.com](http://www.woodyspetwatch.com).

#### **Pet Photographs for Power Pet Sitter and Website**

Digital photographs of Client's pets are required for our records. These photos will be uploaded to our website and the Power Pet Sitter program.

#### **Initial Consultations/Interviews/Instructions**

The initial consultation/interview is FREE of charge and is necessary to make sure that you, the sitter, and your pets are happy and comfortable with one another.

During this interview, we should receive all necessary instruction on the care of your pet(s) and home services; obtain all signed paperwork and most importantly two (2) working/tested keys to your home.

If the keys are not available and must be picked up at a later date, a pick up fee will be charged (see Services/Pricing schedule). Due to possible power outages, a garage code or opener will not suffice.

#### **Reservations**

All reservations are booked via the online Power Pet Sitter Software. We require that all reservations be made at least 72-hours before the start of service. Reservations less than 72-hours may incur a late reservation fee in accordance with the Services/Pricing schedule.

#### **Vacation/Cancellations/Early Returns**

Vacations scheduled for 1 to 4 days require a 24-hour notice for cancellations. Less than a 24-hour notice will result in Client being charged 25% of booked services including sales tax. Vacations scheduled for 5 or more days require a 72-hour notice for cancellations. Less than a 72-hour notice will result in the Client being charged 25% of booked services including sales tax.

If you return early and notify us within 24 hours of your anticipated return time, we will issue a non-transferrable credit toward your next needed pet service for any unused visits. All credits are held file for one year.



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### **Holiday/Cancellations/Early Returns**

If your vacation falls within 3 days of a holiday (either before or after) it is considered a Holiday Reservation. Holiday policy is in effect for the week of; Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, Christmas and New Year's Day.

Woody's Pet Watch does NOT charge a holiday surcharge.

A 7-day notice is required for holiday cancellations. Less than a 7-day notice will result in the Client being charged 25% of booked services including sales tax.

No credit will be given for early returns during holiday periods.

### **Confirmation Calls**

We will contact you 24-48 hours before you are expected to leave to confirm visit dates and times. If you do not receive a confirmation message by phone or email, please call us to verify arrangements.

### **Return Home Call**

Please remember to notify us as soon as you return from your trip, regardless of the time. Just leave a voice message or send us an email. Otherwise we will extend our service to ensure the safety and well-being of your pet(s) and home.

### **Discounts**

We offer the following discounts:

Active military, police officers, firefighters and EMTs receive a 5% discount off their invoice (excluding sales tax). This is just a small way to say thank you for putting on your uniform every day and making the world a better place.

Adopted pets (within the last 6-months) from the Nebraska Humane Society or a pet rescue group receive 50% off the first 1/2 hour pet sit, dog walk or one-way pet taxi service.

Clients with Foster pets receive a 5% discount off their invoice (excluding sales tax).

Client Referrals receive 50% off their next 1/2 hour pet sit, dog walk or one-way pet taxi service.

### **Extra Services**

Any charges for unplanned services will be due upon completion of the service. An invoice for additional charges will be emailed to the Client.



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### **Future Services**

By signing the Pet Service Contract or Residential Property Monitoring Contract, the client authorizes those contracts to be valid for future services without additional signed contracts or written authorization.

### **Gas Surcharge**

A gas surcharge is charged for any visit that is over 10 miles roundtrip from the sitter's home. This charge goes directly to the sitter to help them defer gas costs.

### **Gratuities/Tips**

Gratuities/Tips are not required; however, some clients tip their sitter after each trip. 100% of all gratuities/tips go to the pet sitter.

### **Hours & Schedules**

Our business hours are from 8am – 5pm Monday through Friday. If our schedule permits, we will answer the phone before or after these hours. All messages will be checked daily.

### **Payment for Services**

New clients are required to pay in full at the time of booking by either mailing a check before service begins or by giving a check to the Woody's representative at the initial consultation. Existing clients can either mail a check before service begins or leave a check on their kitchen counter before their first visit. We accept payment in the form of check, cash, or money order. We also accept credit cards processed through PayPal (Client is responsible for additional PayPal fees – see Services/Pricing schedule).

### **Late Payments**

There will be a 15% late charge fee for all late payments. Payments are considered late if not received at the time of the first visit.

### **Returned Checks**

There is a return check fee for any check that is returned by the Client's bank, regardless of the reason. This fee must be paid along with the original sitting fee before any future services can be performed (see Services/Pricing schedule).



# Woody's Pet Watch, LLC

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### **Client's Pets, Property and Responsibilities**

#### **Access to Your Home**

We understand that you may have relatives, neighbors, housekeepers, repairman, etc. that could have access to your home while you are away and while Woody's Pet Watch, LLC has been contracted to perform services. Woody's Pet Watch, LLC can assume no liability for any damages or losses to your home or your pet(s) by said persons or businesses.

#### **Animal Behavior**

Animal behavior can be unpredictable and Woody's Pet Watch, LLC reserves the right to refuse or cancel service. Woody's Pet Watch, LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the clients animals. Further, if a Woody's Pet Watch, LLC pet sitter is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical expenses and/or damages that are the result of an animal bite or injury due to pet's behavior.

#### **Destruction by Pets**

Pets that have separation anxiety or get lonely and bored tend to be destructive. We will make every attempt to limit any destruction by pets and we will not be responsible for any damage caused by pets.

#### **Pet Accidents/Mistakes**

We will do our best to clean up flooring, rugs, carpet etc., using the supplies in your home. We will not be responsible for damage caused by pets.

#### **Plants**

While we will give your plants the best possible care per your instruction, we cannot be held responsible for plants that die under our care.

#### **Fences/Outdoor Access**

Woody's Pet Watch, LLC does not accept responsibility for any client's animals that escape or become lost or injured, fatal or otherwise, when the Client's animals have access to the outside area. This includes invisible fences, wood, metal or any other type of fence.



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### **Food and Supplies**

We ask that you have enough food and supplies available for your pets during your absence. This includes paper towels, plastic bags for waste disposal, etc. If there isn't enough food or supplies while we care for your pet, a shopping charge (see Services/Pricing schedule) will be added to your bill if we have to go to the store to purchase food or supplies. This is in addition to the actual cost of the food or supplies.

### **Medication**

Your pet will be given any medication necessary to maintain good health. The prescribing veterinarian's information must be provided, along with the exact description and dosage of the medication to be administered.

### **Vaccinations/Licensing/Identification**

Client will attest (by signature on Pet Service Contract) that their pet(s) are up-to-date on all required vaccinations and licensing. Legible identification tags are required for all dogs that will be walked off of the owner's property.



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### **Services and Care**

#### **Bathing**

Baths are provided only to those pets that are comfortable and familiar with the process. The fee for baths (see Services/Pricing schedule) will be in addition to pet sitting charges. The bath will be given in the pet's home.

#### **Pet Taxi Service**

We provide pet taxi service to Clients who require transportation of their pets to and from the veterinarian, groomer, doggie day care, a friend or relative's house, airport or other pet related location. An additional fee per hour will be charged for any time in between the delivery and pick-up times (see Services/Pricing schedule). A gas surcharge may apply.

#### **Dog Walking**

For your pet's safety, we require that all dogs we walk be kept on a leash and have legible identification tags at all times. We reserve the right to refuse to walk any dog that does not behave on a leash.

#### **Litter Boxes**

We will scoop the litter box(s) on a daily basis. We will completely change your cat's litter box(s) at your request. You will be required to provide adequate fresh litter.

#### **Personal Emergency**

In the event of a personal emergency or illness of pet sitter, Client authorizes Woody's Pet Watch, LLC to arrange for another qualified pet sitter to fulfill agreed upon responsibilities as set forth in the Pet Service Contract.

#### **Policy Changes**

Our Policies and Procedures are subject to change without notice.

#### **Privacy Policy**

All of your information will be kept private and confidential. Your safety and privacy are very important to us and we will safeguard your keys, alarm information and personal information. Keys are kept in a secure location and are coded and never with your name or address. We never sell, rent or share any of your information.

#### **Rates**

Pet care services will be provided in accordance to Woody's Pet Watch, LLC Services/Pricing schedule. All rates are subject to change.



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### **Required Care**

All pets in your house will be considered under the care of Woody's Pet Watch, LLC unless other approved arrangements have been made. We cannot ethically overlook your cat, bird, rodent, turtle, or any pet while taking care of your dog, although you may feel that there has been sufficient food and water left for them.

We cannot accept any arrangement less than 2 visits a day for a dog; or less than 1 visit a day for cats, in order to continue a healthy, normal routine.

### **Sick Pets**

Any pet showing signs of illness is taken immediately to your vet or, if unavailable at the time, the veterinarian of our choice for treatment (see "Veterinary Care" section). If the death of a pet occurs during your absence we will follow your instructions per the Veterinary Instructions and Owner Absentee Authorization.

### **Shared Responsibility**

In order to avoid overfeeding, unlocked doors, lost keys, or missed feedings, we prefer not to share pet sitting responsibilities/visits with your friends or neighbors or other pet sitters. The Client will be required to initial a waiver regarding the Shared Responsibility.

### **Termination of Services**

Woody's Pet Watch, LLC reserves the right to deny service or terminate service for any reason. Such reasons may include but are not limited to possible danger to the health or safety of the pet sitter, financial concerns, unsanitary conditions, or inappropriate or uncomfortable situations.

### **Veterinary Care**

Woody's Pet Watch, LLC is authorized, via the veterinary instructions and owner absentee authorization form, to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense.

There will be a Pet Taxi charge and a per hour charge for time spent waiting at the veterinarian for the pet (see Services/Pricing schedule).

### **Visiting Hours**

Unless arrangements are otherwise made, our normal visiting hours are from 7:00 a.m. until 9:00 p.m. (last visit is from 8:30 p.m. to 9:00 p.m.).

### **Waste/Droppings**

We pick up any pet waste that occurs during our visit. Please provide the sitter with plastic bags and instructions for proper disposal.



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### **Emergency Planning**

#### **Disaster Plan – Flood/Tornado/Hurricane, Etc.**

In the event of a flood, tornado, or other catastrophes that should occur during your absence, we will, if at all humanly possible, do the following:

We will check your home to make certain that your pets are safe at your residence, and note any damage.

After our initial check, we will call you at your emergency number to inform you of your pet's condition and any damage that may have occurred to your property.

We will make every effort to transport your pets to an alternate shelter if deemed necessary.

#### **Emergency Contact**

If Client or designated contact person cannot be reached in a timely manner, Client agrees to accept any decision Woody's Pet Watch, LLC makes in regards to pet care or Client's property.

#### **Inclement Weather and Temperature Extremes**

During days when the weather is extremely hot or humid, or extremely cold or it is unsafe to be outside for an extended period of time we will not walk your pets.

We will let them out to use the restroom and then bring them back inside for the remainder of the visit.

In the event of inclement weather (freezing rain, snow, etc.), every effort will be made to safely drive to your home. The service schedule may be changed, or cancelled.

#### **Locksmith**

Client gives Woody's Pet Watch, LLC the authority to use the services of a locksmith in the event of malfunction of the lock or keys. Client also agrees to reimburse Woody's Pet Watch, LLC for all costs incurred.