

Mad Pet Loverz Policies & Procedures:

Scheduling Policy:

When you request a drop-in visit, or dog walk for a certain time of the day. Please understand we may not always be there exactly at that certain time. We have dozens of clients we help out each day, traffic, and peak season and holiday week/weekends etc. You **MUST be okay with 2hour window**. For example, if you request a booking for 8:00 a.m. you must be okay with us getting there between 7:00 a.m. and 9:00 a.m. for the service.

Coming Back Early Policy:

If you decide to come home early from your trip and we are still scheduled to be pet sitting for you, **you will still be charged the full amount regardless of how early you get home**. We turn down dozens of clients to hold your specific booking and we are business that operates this way just like any doggy daycare or pet resort.

Overnight Policy:

If you need someone to stay with your furry friends all day long and not be able to leave, except for very short period of time (less than 2/3 hours) then it will be a flat rate of \$150 per night. This only applies to clients that I will discuss this with. So if we do not talk about this, it doesn't apply to you. This is for clients that never want us to leave their homes and need us in their homes pretty much 24/7. Please understand, we have many other clients we need to help during the day and when we cannot leave your dog's alone, we are missing out on helping other furry friends and being able to see our loved ones.

Extra Charges for Visits, Dog Walking and Overnight Stays:

When you book with Mad Pet Loverz please check your invoice amount on **Time to Pet**.

If the amount in the invoice seems wrong or unusual, please do not hesitate to reach out. However, there may be additional charges for the following:

- -Holiday weekends or weeks
- -Weekend (Friday night to Sunday night)
- -Late night visits (past 7:30PM) or dog walking (past 7:30PM)
- -Accident clean up (this charge applies when your furry friends have multiple accidents or throw up, or chew up things during the duration under our care)

Outside Temperature Policy:

For the safety of your pets, when the outside temperature is over 95 degrees, or under 32 degrees, we will need to make sure your pets are safely indoors during your reservation.

Extreme Weather Policy:

For the safety of your pets, if there is extreme weather, Severe Weather includes- Severe Thunderstorms, Flash Flooding, High Winds, Heavy Rainfall, Hail, Ice Storms, Tornado Watch or Tornado Warnings, and Lightning strikes nearby (for dog walking).

Your animals' well-being is our first priority in severe weather. We want to ensure your furry friends are taken care of. Thus, we take the necessary steps to help ensure their care in all situations.

Backup plan:

You are required to always have a backup plan.

-We will always do our best to make it to your home safely, including coming earlier or later than usual. We may have to wait until the severe weather threat has passed.

Worst case scenario- if there is severe life-threatening weather, we will NOT be able to help until it is safe.

- I encourage every client and customer to make sure you have a **neighbor** or a **close-by friend** available to help in the event of an emergency.
- If you do not know anyone close by, please get to see a neighbor you can trust so that if ever needed, they can help in an emergency.

Access: ensure they can access your home if we cannot provide a key.

Entry: make sure to have an access code or spare key access available for them in an emergency.

Contact: make sure your friend or neighbor has our contact info and that we have their contact info, just in case.

What if a severe ice storm or flash flooding and roads are not passable?

Before leaving town, we ensure to get the contact information of a nearby neighbor or friend with a key or access code to your home.

In the case of extremely dangerous road conditions, where we can't get to your home at all, we will ask your emergency contact to make a visit or two, maybe more, depending on the situation at hand, until the road conditions are safer.

We stay in close touch with you to ensure you are aware of any adjustments to care or schedule. In my 5 years and thousands of pet visits, I've only had to call on a neighbor a few times during the winter storm of 2021. Though it is rare, we make sure to have all bases covered. At Mad Pet Loverz we are always "prepared for the worst and hoping for the best."

Please understand severe weather is entirely out of our control, and we will do whatever is necessary to ensure the safety of every

For more information on this please check out-

<https://madpetloverz.com/blog-posts/f/severe-weather-procedures>

COVID Policy

If your plans change due to COVID-19, **you must submit proof** in the form of a positive COVID test. At that point the following discounted fees will apply:

- If you cancel between two weeks but more than one week ahead of the scheduled services, you will be charged 50% of the full amount, without an additional cancellation fee.
- If you cancel less than a week ahead of the scheduled service date, you will be charged 75% of the full amount, without an additional cancellation fee.