To my Riley’s Rascals family,

I’m entirely lucky to have you all in my life. I appreciate that you’ve entrusted me with your beloved pets and homes. You know my background in vet assistance. Because of this, I always have only the safety and health of your pets—as well as my own safety—in mind. This may mean that some freedoms your pets are accustomed to may be limited while under my care.

The following policies will help ensure that I can continue to provide the highest quality of care for all families and pets. As of *[May 1, 2024],* these are my general policies for day walks/visits and sits/overnight care:

CURRENT SERVICES AND RATES

20-30 Minute Household Walk and/or Visit: $25

Key Exchange: $25

One Overnight Stay one pet: $100

Additional Dog: +$20

Additional Cat: +$5

Other Pets +$At Discretion

Out of business hours (7pm-8am) visits: $30

Weekends (Friday nights too) or last minute additions (within 48 hours)- $30

Holiday Household Walk and/or Visit: $35

Holiday Overnight Stay one pet: $125

Additional Dog: +$20

Additional Cat: +$5

Other Pets +$At my discretion

BOOKING RETAINERS AND FEES

A 50% reservation retainer fee is required in full to reserve Vacations, Visits, and Overnight Stays. The remaining balance is due at the start of services.

All holiday visits and overnights are to be paid in full to reserve the time no refunds applicable. For routine weekly walks no retainer required.

Preferred payment avenues-cash, check, Zelle, @Rileysrascals Venmo

CANCELLATIONS

All reservation retainer fees are non-refundable. Walks canceled by client less than 24 hours in advance will pay 50% of the walk. No refunds on early return.

HOLIDAYS

Riley’s Rascals observes the following dates as Holidays:

February School Vacation

April School Vacation

Martin Luther King Jr. Weekend

Easter Weekend

Memorial Day Weekend

Fourth of July Weekend

Indigenous People Weekend

Thanksgiving Weekend

Christmas Eve

Christmas Day

\*Riley’s Rascals is not available for any care on Labor Day, New Year’s Eve, or New Year’s Day.

**Other Requirements and Policies**

To ensure clear communication and accurate record-keeping, I prefer written

correspondence, with text being the preferred method. Email is also

acceptable. While I strive to respond promptly, please note that my availability may be limited on weekends/evenings, resulting in slightly delayed responses during that time.

Unless told differently, you provide permission for me to post pictures of your pet to social media with the pet’s first name and/ or use the photos for advertising. No identifying personal information or address will be posted.

It is the clients responsibility for reaching out to cancel or reschedule and schedule services. Your chances of missing out on services because of last minute scheduling is getting larger.

All animals must have an established veterinarian.

Clients must disclose any past incidents of biting, aggression, or health concerns regarding their pets. Additionally, it is their responsibility to identify and address any potential safety hazards within and around their home. Any costs or damages resulting from injuries from bites, scratches or exposure to illnesses contracted from the client's pet(s) or hazardous conditions on their property will be the client's financial responsibility.

I will not copy keys, they stay in my vehicle with no identifying information on them. I highly recommend having 2 ways to gain access to your house in the event of keypad failure or lock failure.

Please note that dogs must be at least 1½ years old to be eligible for my services.

No unaltered animals without a valid written veterinary medical reason

Dogs for walks must be trained to walk on leash and will always be on leash if not inside a residence or fence. No exceptions.

Dogs accustomed to physical or electric fences, on the owner’s property, are OK, as long as the fences are in good repair. Dog doors will not be open unless I am at your residence.

When on dog walks, I will do everything possible to avoid other dogs and unknown people. There are too many unknowns about how animals will interact. I will not take dogs to socialize in dog parks or the likes.

No sits with cats that are inside/outside, unless they can easily be kept inside for the full duration of the sit. On a dog walk/visit, I won’t let a cat in or out. I also require a daily visit minimum for cat vacation visits.

I will not transport your dog in my vehicle unless it is deemed an emergency.

For day walks or overnights, I need safe access to your home including parking. Snow, ice or debris must be removed. Cancellation fees apply if I can’t safely access your pets.

For day and overnight visits, you must provide written contact information about your veterinarian, as well as two other local people who are capable of making decisions in your absence should your pet need emergency care and you are unreachable.

**Overnight Stays**

I want you to enjoy your time away from home confident that your pets are given the best of care and that your home is secure.

During overnight stays, you can trust that I guarantee a minimum of 8 hours of

attentive care. Throughout the day, I will temporarily leave the premises, ensuring all pets are secure inside and any exterior pet doors are properly closed, for approximately four hours at a time to attend to the needs of other clients.

Prior to the commencement of the sit, it is essential that your home is adequately pet proofed.This includes any food/medications and any items that endanger a pet accessible anywhere in the house. Additional fees may be

incurred if pet-proofing measures are incomplete.

To handle any unforeseen accidents or illness, I kindly request that basic cleaning supplies, particularly paper towels, are readily available. I will make every effort to clean up any messes, ensuring the preservation of rugs or furniture whenever possible. For cat owners, please ensure a scoop, brush, and dustpan are conveniently located near the litter box.

Job sharing with another pet caregiver(especially those uninsured) is at my discretion. House access by your family, neighbors, or cleaners is also at my discretion. If these things are a possibility we must discuss and agree if they are not the risk is losing care and no refunds apply. Also keep in mind my insurance is at risk of not covering.

The presence of any non-household pets during my stay will be assessed with the acknowledgment of the pet's owner and adherence to these outlined policies.

Maintaining a comfortable environment for both myself and your pets is important. While house temperatures should ideally range between 67-85 degrees, adjustments may be made for my comfort during the stay, with any significant changes subject to cancellation fees.

I recognize the need for security cameras. However, no cameras can be in the bedroom where I sleep or in the bathroom or hallway to the bathroom.

Routine veterinary visits or pet food shopping during an extended sit are to be discussed and agreed on prior to the start of the job.

I’ll handle trash removal and other minor household tasks, at my discretion, but need detailed instructions in writing.

Plant care, including watering gardens or indoor plants, will be considered on a case by-case basis and carried out with precise instructions. However, please note that while I will do my best, I cannot guarantee the health of plants and recommend engaging a specialist for extensive plant care needs.

In the event of travel delays or emergencies prolonging your absence, rest assured that I will continue to care for your pets until your return. To account for unforeseen circumstances, I recommend including a non-refundable "buffer day" in your booking to ensure uninterrupted care for your pets.

Please acknowledge your understanding of these policies

Thank you!

Mindy