

## TERMS AND CONDITIONS OF SERVICE

Please complete all new client paperwork and return either the paper copy to me or a legible scanned copy to [info@bzpetco.com](mailto:info@bzpetco.com). This document, and others, will refer to BZ Pet Company as 'BZPC' for convenience.

### Payment

\*All payments are required PRIOR to the service being completed. See below for deposits to hold dates.

\*Forms of payment accepted are: Cash, Visa, MasterCard, American Express, Discover Card, Venmo, PayPal and Square.

\*Use the following identifiers for Venmo or PayPal. If you are unsure that you have found the correct account, please contact BZPC prior to submitting payment so we can verify you have the correct recipient. BZPC has no way to retrieve your funds if they are mistakenly sent to the wrong person so please make sure you have the correct recipient!

\*Venmo: @bzpetco

\*PayPal: [@stacydenooy@gmail.com](mailto:stacydenooy@gmail.com)

\*Once electronic payments have been submitted please follow up to confirm they were received by BZPC. Doing this helps everyone to confirm the funds were received by the correct person!

\*Square invoices include an automatic 3% processing fee in the total. Invoices are still due prior to the service being completed, like all other payment types.

\*Payments are non-refundable.

\*Personal checks and money orders are not accepted.

### Booking Ahead

\*In order to guarantee an appointment on a specific day and time, advanced booking with payment is required. Otherwise appointments can be scheduled at anytime, depending on availability.

\*Overnight pet sitting services.

-In order to reserve a specific date, and guarantee that spot is yours, a down payment deposit can be made for 50% of the total amount due. This can be made well in advance of the requested dates! This means those dates are yours and I will block them off on my calendar.

-The remaining payment amount can be made at anytime leading up to the requested dates, and must be made no later than the first day of services.

(Example; if you have reserved March 15-30, the second half of the amount due must be paid by March 15. *If the entire bill is not paid by March 15, services will not be provided*).

\*Down payment deposits are non-refundable. This means if you reserve a date with a down payment, then cancel that date, the down payment is non-refundable. When you make a deposit those dates are yours! Anyone else requesting those dates will be turned away. Therefore cancellations result in lost income for my small business. This is simply a mitigation effort to protect my small business from losses that are out of my control.

\*I HIGHLY encourage all clients to book ahead whenever possible! I do my very best to accommodate last minute requests and emergencies. It's better to ask if I can help with an emergency than assume I can't help. The worst that will happen is I will tell you I am unavailable!

### Cancellations

\*Daily Services/Pet Check-ins - If you need to cancel an appointment please provide as much advanced notice as possible. I am always happy to reschedule dates and times whenever I can!

\*If the appointment is cancelled and not rescheduled after a payment is made, the payment is non-refundable.

### Final Day of Pet Sitting Services

\*Prior to scheduling this service, we will have discussed the length of your trip and when you plan to arrive home. We will talk about an approximate time you think you will arrive home (Plane lands at 2:00pm, and it will take me 20 minutes to drive home, so I should be home by 2:30pm).

\*We all know delays happen, and that's ok! Life happens and we will get through it together! Please just remember to stay in contact with me 24 hours prior to returning home. I will typically reach out the night before or day of your return, just to confirm we are still on schedule. If anything changes on your way home, please provide a heads up of how long of a delay you're expecting so I can plan accordingly.

### Inclement Weather Policy

1) During the fall, winter and spring seasons we may experience hazardous driving conditions, including snow and ice packed roads and sidewalks. While I will always make every attempt to keep all scheduled appointments there may be occasions where I am unable to complete a service due to weather. When inclement weather occurs it will be up to my discretion as to whether services can be safely completed. I will remain in contact with any client scheduled for a service at that time to discuss how we will proceed. I appreciate your support in advocating safe driving and outdoor activity practices, as well as being flexible!

\*When it comes to daily services such as dog walks and check ins, a good rule of thumb to remember; if schools in the metro are closed, BZPC is closed!

### Pet Food / Feeding Schedules

\*If I will be feeding your pet please provide written instructions as to how many times a day they should be fed, what times of time they should be fed and how much food should be given at each feeding time.

\*Please provide enough food to cover the entire length of time you will be away and provide the food scoop to be used or pre-measured meals.

\*If your pet is on a potty schedule related to mealtime please also document this for me. (Pet must go out immediately after eating or pet always poops 30 minutes after eating).

\*Don't forget their treats!

### Medications

\*Any medical conditions or medications your pets needs should be discussed during the client meet and greet. This is very important to ensure your pet is properly cared for while you are away! Make sure to leave detailed instructions providing specific details regarding the medication, including:

-medication name and what the medication is used for

-form of medication (drops/creams/pills) and how it is administered to the pet (orally, in food, in the eyes, etc)

-how often it is administered to the pet

-any side effects the pet experiences after receiving the medication

-any red flags or negative side effects to watch for as a result of the medication

\*At this time I am not administering any medication via injections.

### Security Systems

\*If you have a home security or alarm system, please confirm if the system is to be used and armed when I am visiting your home. If so please provide detailed instructions as to how to disarm the system and how to arm the system when I leave your home.

### Home Surveillance

\*If there are surveillance cameras INSIDE the house please make note in the Pet Profile form. Cameras positioned specifically for pets (inside crates or the safe places) should be noted so I can make sure their view is unobstructed.

### Home Entry

\*You will need to decide how you would like for me to enter your home.

\*You can provide me with a house key to enter through a front, back or side door.

\*If you provide a garage code to enter through the garage, please consider also providing an alternate entry method. (If the keypad stops working for some reason, how will I get into your home?)

\*If you provide a garage door opener as the main way to enter the home, please ensure the opener has new batteries! If the batteries die I will have no way to enter your home and your pet will be alone! Please consider also providing an alternate way to enter your home.

### Disclaimer

Service availability is subject to change without notice. BZPC is insured through State Farm. Please see our liability waiver form for additional information. Additional separate liability waivers may be included with the required forms, on a case by case basis, determined by BZPC.

### Special Offers and Rates

\*Prices and service availability are subject to change without notice. Contact BZPC directly to verify current prices and availability.

\*Occasionally special offers for services will be made available. These offers have limited availability and exceptions will apply. Any discounts or special rates are offered at the discretion of BZPC and are subject to change without notice.

### CONTACT US!

I am always happy to answer any questions, comments or concerns you may have! Here are the different ways you can reach me:

Phone: Call or text (515) 805-5525

Email: [info@bzpetco.com](mailto:info@bzpetco.com)

Facebook Messenger: @doggycompany

I value my client's feedback so please feel free to share your thoughts with me. If you are happy with my services and enjoy working with me, please consider writing a quick social media review! Or you can send me a written testimonial of your experiences with me that I can share on my Facebook page and website, with the option of being anonymous.

Thank you for choosing BZ Pet Company and I appreciate your support of my small, local business! —Stacy De Nooy