

Kat & Dogs Ohio Policy Agreement

- Initial consults for new clients, prior to scheduling services, are always free. However if an appointment is canceled last minute or without notice a \$20.00 rescheduling fee will be charged. If a second appointment is canceled last minute or without notice, services will no longer be available. If a client would like to schedule an additional meeting due to changes in pet care, house lay out, etc, a \$20.00 scheduling fee will apply/appt.
- As a client of Kat and Dogs Ohio, I agree that, in addition to my fee to Kat and Dogs Ohio, I am responsible for any charges accumulated and/or incurred by prior arrangements with my pet(s) or any additional services not performed by Kat and Dogs Ohio.
- Kat and Dogs Ohio takes cash, check, or credit card (PayPal ONLY) for payment, which is due at the start of service. All services are available on a first come, first serve basis and start at \$15.00/visit or service.
- Should a visit extend longer than expected, a \$5.00 surcharge/visit will apply for each additional 15 min.
- Unless it is an emergency, scheduling requests & messages will be returned during the following office hours: Monday – Friday 8-6, Saturday 8-12, & Sunday & holidays closed. Services are still available on a first come, first serve basis outside of office hours.
- For the health and safety of cat(s) and/or caged pet(s), daily visits are required.
- For the health and safety of dog(s), whose owners are on vacation/traveling for business, three visits a day are required (depending on when the pet's owner leaves/returns home).
- To help prevent the spread of contagious diseases and parasites, all pet(s) must be on flea/tick control, current on vaccines, and other preventative measures. If the pets are contagious, have fleas, or other parasites services will not be provided as Kat and Dogs Ohio can't risk the health and safety of other pets under their care.
- If the pet(s) show signs and/or becomes aggressive, services may be terminated.
- For service canceled within 24 hrs, a minimum \$20.00 cancellation fee will apply. The fee will be determined based on services canceled within the 24 hour window. A credit will be given if the cancellation is related to weather or illness ONLY if the sitter isn't already on their way to the house or is currently at the house when the cancellation occurs.
- Visits are nonrefundable should the pet's owner return home early. Credit will be available towards future visits if early return is due to weather.
- A \$10.00/visit holiday surcharge will apply for the following holidays: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve & Day (Dec. 24 & 25), & New Years Eve & Day (Dec. 31 & Jan. 1).
- When the pet's owner is away for multiple days, please contact Kat and Dogs Ohio upon returning home by text, phone, or email. If the trip is extended or delayed, please contact Kat and Dogs Ohio ASAP so we can coordinate care of

- the pet(s). Additional visits are subject to the normal fee structure.
- In order to accommodate the number of requests, exact visit times are not guaranteed but will be within a two hour window of the client's choice.
 - While Kat and Dogs Ohio strives to accommodate all requests, last minute visits may not always be available.
 - If you will need vacation and/or holiday care, please reserve your pet sitting services at least 2-3 months in advance as availability is usually limited during this time.
 - Keys and/or codes must be provided to the sitter at the consult and will be kept confidential and out of sight of the public. Keys will be returned to the pet's owner upon request. A \$20.00 fee will be charged each time a special trip is required to pick up/drop off a set of keys/check code(s). If the pet owner is locked out of their home, Kat and Dogs Ohio isn't responsible for any damages to the home and/or illness, injury and/or death of the pet(s).
 - If an individual(s), other than Kat and Dogs Ohio, has a set of keys/access to your house while you are away, Kat and Dogs Ohio is not responsible for any property damages, theft, injury/illness to your pet(s), and/or death of your pet(s).
 - For the safety of all pets, Kat and Dogs Ohio doesn't job share with the pet owner's friends, family members, etc. (exceptions may apply). If this happens, services may be terminated.
 - If Kat and Dogs Ohio is unable to care for your pets, it is the pet owner's responsibility to retain a care taker for their pet(s).
 - I agree not to hold Kat and Dogs Ohio liable for any damages, injury, illness, and/or death while they are on my property.
 - If Kat and Dogs Ohio is unable to contact the pet's owner in an emergency, I will allow the pet sitter to use their best judgment in caring for my home and pets.
 - In the event of illness or injury of my pet, I give my permission for Kat and Dogs Ohio to take action at the pet owner's expense.
 - I, the pet's owner, give permission for Kat and Dogs Ohio, who is certified in pet first aid/CPR, to give aid if my pet(s) is in distress. I agree not to hold Kat and Dogs Ohio responsible for any illness, injury, death, and/or damages while attempting to save my pet(s)'s life. Kat and Dogs will do transportation of pets for emergency medical care only (time and travel fee will apply).
 - For the safety of all involved, please keep driveways, walkways, etc. clear of snow & ice. If not cleared, services may not take place. A \$15.00/visit surcharge will apply if the sitter needs to shovel enough snow in order to pull into the driveway and/or walk on the walkway.
 - KADO encourages pet owners to leave appropriate walking equipment (leash, harness, poop bags, etc) to ensure a safe walk for everyone! If equipment is unavailable, unsafe, and/or deemed inappropriate, KADO will use their own equipment/supplies to care for your dog(s).
 - For dogs who walk well on leash, please provide a 4-6 foot leash and an appropriate collar and/or harness with ID for the dog to enjoy a neighborhood walk. As a safety precaution, retractable leashes, choke collars, prong collars, & shock collars will not be used.

- If your dog(s) has access to a fenced in backyard, please make sure the yard is secure. As a safety precaution, while under the care of Kat and Dogs Ohio, all dogs must be confined to their enclosed yard or be on leash. Time outside will be kept short if temperatures are below 30 degrees or above 80 degrees and/or if there is heavy rain or snow. The remainder of our time together will be enjoyed in the comfort of the home.
- I, the pet's owner, give permission for Kat and Dogs Ohio to photograph and/or videotape my pet(s) for advertising purposes (on the main website, Facebook, and/or Instagram). _____ **(IF YOU DON'T, INITIAL HERE)**
- Kat & Dogs Ohio is trained in animal care and is insured/bonded (please note: there is an insurance deductible in the event of an incident involving electronic fence).
- I am aware that Kat and Dogs Ohio is not certified in pet grooming/training, but is knowledgeable in the fields, and will allow basic grooming and/or training of my pet(s).
- Kat and Dogs Ohio reserves the right to refuse services to any client, for any reason, at any time.

By signing, I agree to the terms of this contract.

Client _____ Date: _____